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Module 1

1.1 InterGenerational Learning

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1.1.1 Introduction to intergenerational learning

Overview and definition of intergenerational learning

Intergenerational Learning (IGL) is a form of lifelong learning which means that at least two generations are involved in common activities, knowledge share and experiences. It is when generations work together. The learning can be formal, non-formal and informal. Among the most common non-formal ways is for example, when parents and grandparents help children read, write and do maths. This works both ways, when also children teach their parents how to use a phone or a computer.

Definition

Intergenerational learning is a process, through which individuals of all ages acquire skills and knowledge, but also attitudes and values, from daily experience, from all available resources and from all influences in their own ‘life worlds (EAGLE, 2008)

1.1.1 Introduction to intergenerational learning

Goals of intergenerational learning

	Share knowledge & Skills	Encourages Lifelong Learning	Foster understanding	Build better communities	People do not feel alone
Explanation	Older generations can share valuable life skills while younger generations can share technological skills and new perspectives.	Promotes the idea that learning is a lifelong process, encouraging individuals of all ages to continue learning from each other.	Breaks down stereotypes and misconceptions between generations, promoting empathy and respect.	When different age groups come together this strengthens community bond and the sense of belonging.	Interactions as such reduce feeling of loneliness, especially among older adults while provide social engagement.
Examples	A retired mechanic teaches how to fix bikes at a community workshop, while kids teach him about apps and gadgets. Both sides learn new skills from each other.	Students do a “Tech Help Day” for seniors to teach them smartphone and computer skills. Older adults learn how to stay connected, and teens gain teaching experience.	A school invites seniors to share stories from their youth with students. Kids learn about life in the past, while seniors hear about today’s trends. This helps everyone understand each other better and reduces stereotypes.	Once a month, families of all ages gather at a community center to cook and eat together. This builds stronger friendships in the community and helps people feel they belong.	A program matches students with seniors who may feel lonely. They meet once a week to play games or do crafts together, which helps both feel happier and more connected.

1.1.1 Introduction to intergenerational learning

Real-life examples of intergenerational learning outcomes

Intergenerational School Garden Project (Spain)

In rural Spanish schools, students and seniors worked together to cultivate school gardens. Seniors shared traditional gardening techniques, while students learned about sustainable farming and environmental care. This project encouraged knowledge sharing, social interaction, and respect for the environment across generations.

Men's Shed (Ireland)

This initiative is particularly popular in Ireland and creates a space for men of all ages to collaborate on hands-on projects. While not exclusively intergenerational, these spaces foster natural mentoring relationships and support.

https://menssheds.ie/

Seniors and Children learning together (Greece)

This initiative encourages seniors to teach grandchildren local dialects, folklore, and traditional stories. Organized by Greek community centers in cooperation with Greece's ministry of Culture and Sports, it focuses on preserving cultural heritage.

1.1.1 Introduction to intergenerational learning

Real-life examples of intergenerational learning outcomes

Seniors and pupils having breakfast together (Belgium)

Each year a breakfast is organized by the local Council of Seniors in cooperation with 12-14 years old pupils of the SHIL School. The pupils are bringing older persons with disabilities from their rooms – especially those in wheelchairs – to the tables. The youngsters are serving the breakfast for the older persons.

Generation Centers (Romania)

A program that aims to offer various educational and professional activities after school. The focus is on children from 20 disadvantaged communities, and the project is implemented by senior volunteers.

Intergenerational Living (Austria)

A housing model that promotes interactions between different age groups, especially young people and seniors. ÖJAB's innovative Intergenerational Residence Experience is an initiative in Vienna that creates inclusive living environments where residents of all ages can share experiences, support one another, and build community.

1.1.2 Benefits of Intergenerational Learning

Psychocognitive benefits for Seniors

- Working with people of different ages helps improve thinking skills like memory and problem-solving, as everyone learns from each other.

Brain Boosting

Reduces Loneliness and Depression

- Interacting with younger generations can help reduce feelings of loneliness and sadness, making seniors feel happier and more connected.

- Sharing their life experiences and knowledge with younger individuals makes seniors feel valued and important, improving their self-esteem.

More Self-worth and Confidence

1.1.2 Benefits of Intergenerational Learning

Personal and Developmental Benefits for Youth

- Working with seniors gives youth a chance to see things from different viewpoints, helping them become more caring and understanding.

Develop empathy

- Taking part in intergenerational activities allows young people to be mentors or helpers, which boosts their confidence and teaches them to be responsible.

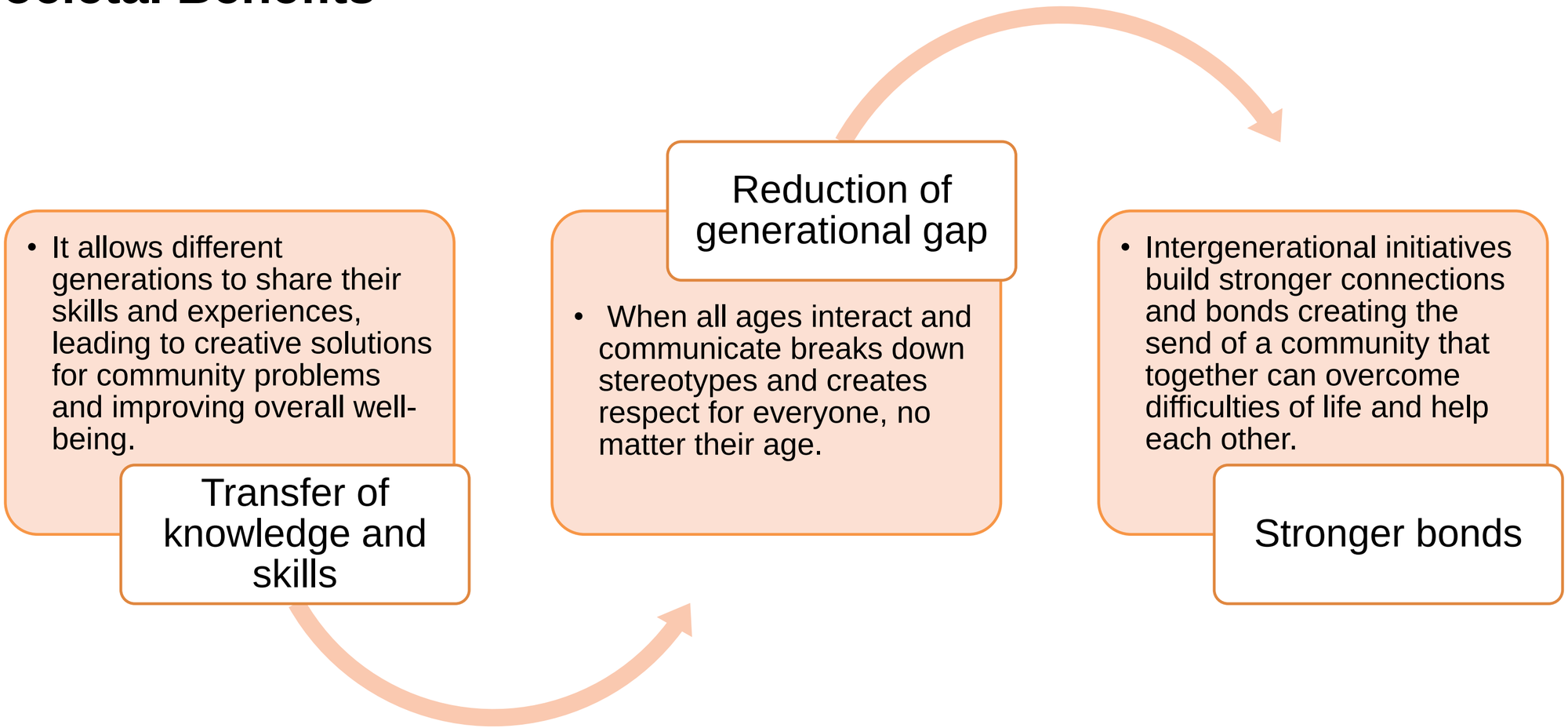
Sense of responsibility

- Talking with older adults helps young people learn to listen and talk more effectively; improving their communication skills and enriching their vocabulary.

Boost Communication Skills

1.1.2 Benefits of Intergenerational Learning

Societal Benefits



Training Activity 1

Sharing life stories!

5-10 people	**Materials you need:** - Chairs set up in circle - Papper - Pens	45-60´

Objective

To bridge generational gaps by allowing seniors to share life stories and experiences with young learners, promoting empathy, understanding, and communication skills.

Steps

1. Introduction (10 minutes)

Briefly introduce the concept of intergenerational learning. Discuss the value of life stories and how they shape identity and cultural understanding.

2. Story Sharing Session (40 minutes)

Seniors are invited to share significant life events or experiences. These can range from stories about childhood, work life, family traditions, or historical events they lived through. Youth are encouraged to ask questions and engage with the seniors.

Training Activity 1

3. Discussion & Reflection (10 minutes)

Ask participants what they learned from the stories.

What story shared by the senior impacted you the most, and why?

Discuss how these stories change or enhance their understanding of the past and the senior generation.

How did listening to the seniors' life stories change your perspective on their generation?

What did you learn from the stories that you think is important to remember or pass on to others?

Tips

In this activity, facilitators can be either youth or seniors, with participants being the opposite group. If youth are the facilitators, the seniors will be the participants to whom the questions are directed, and vice versa.

Training Activity 2

Breaking Stereotypes

5-10 people	**Materials you need:** - Flip chart/whiteboard - Paper and pens - Printed stereotypes	45-60´

Objective

To address and challenge common stereotypes held by different generations through facilitated discussions and role-play. The aim is to promote understanding, empathy, and mutual respect between students and seniors.

Steps

1. Introduction (10 minutes)

Start by explaining what a stereotype is, and how stereotypes can impact relationships between different age groups. Print the common stereotypes.

Youth:

1. *Youth are lazy and lack work ethic*
2. *Youth are overly reliant on technology*
3. *Youth don't respect tradition or value older generations*

Training Activity 2

Seniors:
1. Seniors are bad with technology
2. Seniors are stuck in their ways and resistant to change
3. Seniors are weak and dependent

2. Role Play (25 minutes)
Divide participants into groups of 2-3 people each.
(10 minutes) Ask each group to select one stereotype (e.g., *"Seniors don't understand technology"* or *"Youth don't care about history"*) and prepare a short role-play that exaggerates this stereotype. The goal is to demonstrate how unrealistic or harmful these stereotypes can be when taken to the extreme.
(10 minutes) Performance: each group presents their role play to the rest of the team.

3. Discussion & Reflection (10 minutes)
Facilitate a discussion where participants reflect on what they've learned from the activity. Ask:
"What surprised you about today's session?"
"How can we challenge stereotypes in everyday life?"
"How has your perception of the other generation changed after this activity?"

Training Activity 2

Tips

In this activity, facilitators can be either youth or seniors, with participants being the opposite group. If youth are the facilitators, the seniors will be the participants to whom the questions are directed, and vice versa.

Additional Resources

Video: "The Value of Intergenerational Relationships"

- **Description**: Dr. Lori Stevic-Rust discussing the mutual benefits of intergenerational relationships and learning.
- **Access**: https://youtu.be/7CRhys10Vd4?feature=shared

Video: “Why We Need Intergenerational Relationships”

- **Description**: Jenna and Jordan McMurtry twin sisters discuss their personal experiences and interactions with seniors.
- **Access**: https://youtu.be/abzqjuhlfP4?feature=shared

Article: "What is Intergenerational Learning?"

- **Description**: An informative brochure by the organization “Generations Working Together” that defines key terms and concepts.
- **Access**: https://generationsworkingtogether.org/downloads/5252d276ca45a-GWT%20brochure%20FINAL.pdf

Article: "Intergenerational learning: Proven benefits for both elders and youth "

- **Description**: An informative article by the organization “The Center on Reinventing Public Education (CRPE) ” that highlights the benefits of intergenerational learning
- **Access**: https://crpe.org/intergenerational-learning/#

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QUIZ

1. What is intergenerational learning (IGL)?
A) A method of teaching only to older adults
B) A process where at least two generations share knowledge and experiences
C) A formal classroom learning environment
Answer: B

2. Which of the following is a benefit of intergenerational learning for seniors?
A) Learning new skills
B) Feeling more isolated
C) Reduced problem-solving skills
Answer: A

3. Which of these examples illustrates intergenerational learning?
A) Grant parents and parents teaching their children to read
B) Children teaching grandparents how to use smartphones
C) All of the above
Answer: C

4. What is a key societal benefit of intergenerational learning?
A) Creating competition between generations
B) Increasing generational gaps
C) Strengthening community bonds
Answer: C

5. Which of the following is a psychocognitive benefit of intergenerational learning for seniors?
A) Decreased memory retention
B) Improved thinking and problem-solving skills
C) Increased physical strength
Answer: B

QUIZ

6. Intergenerational learning only occurs in formal educational settings.
- True
- False

Answer: False

7. Intergenerational learning helps reduce loneliness among seniors.
- True
- False

Answer: True

8. One of the goals of intergenerational learning is to break down stereotypes between different age groups.
- True
- False

Answer: True

9. In the Spanish School Garden Project, students teach seniors about modern farming techniques.
- True
- False

Answer: False (Seniors teach traditional gardening techniques)

10. Intergenerational programs only benefit seniors, not youth.
- True
- False

Answer: False

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Module 1

1.2 Communication Skills

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1.2.1 Effective Communication Techniques

Communication skills is the ability to transmit information consistent with the content to be expressed to the chosen target audience.

The core of the ‘communication skills’ is to:

Make questions

Express opinions and ideas

Teamwork

Verbal and written communication

1.2.1 Effective Communication Techniques

Some effective techniques of communication are to:

❖ Address others by their name

When communicating with a person, use their name. It can show personalization and attention to detail, encouraging openness and honesty in your conversation.

❖ Prepare notes

When presenting or planning to speak in front of a small or large group of people it can be helpful to prepare some noted to clarify your objective and make your communication more effective and to the point.

❖ Be approachable

Being approachable is a type of emotional availability; something that encourages the development of healthy conversations and exchange of meaningful communication.

❖ Be concise

Being clear and informational in your communication supports the engagement of the audience.

Resource: Top 22 communication techniques for work
https://www.indeed.com/career-advice/career-development/communication-techniques

1.2.1 Effective Communication Techniques

❖ Ask open-ended questions

This type of interaction is collaborative and allows people to take part in the conversation. When people feel active participants in a conversation, they are likely to be more receptive and open.

❖ Perform active listening

This is a conversational technique in which you engage with someone in a respectful manner, supporting the process of effective communication as it enables all parties to better understand the content of conversation, provide feedback and/or avoid repetition.

❖ Acknowledge other points of view

Listening and acknowledging another person's point of view shows openness and acceptance to different ideas. In this way it supports an honest conversation development with respectful and collaborative elements.

❖ Be empathetic

You can do this by paying attention to what people say to you and how they behave when you are communicating with them. Practicing empathy gives you the opportunity to understand and share the feeling of another person.

Resource: Top 22 communication techniques for work
https://www.indeed.com/career-advice/career-development/communication-techniques

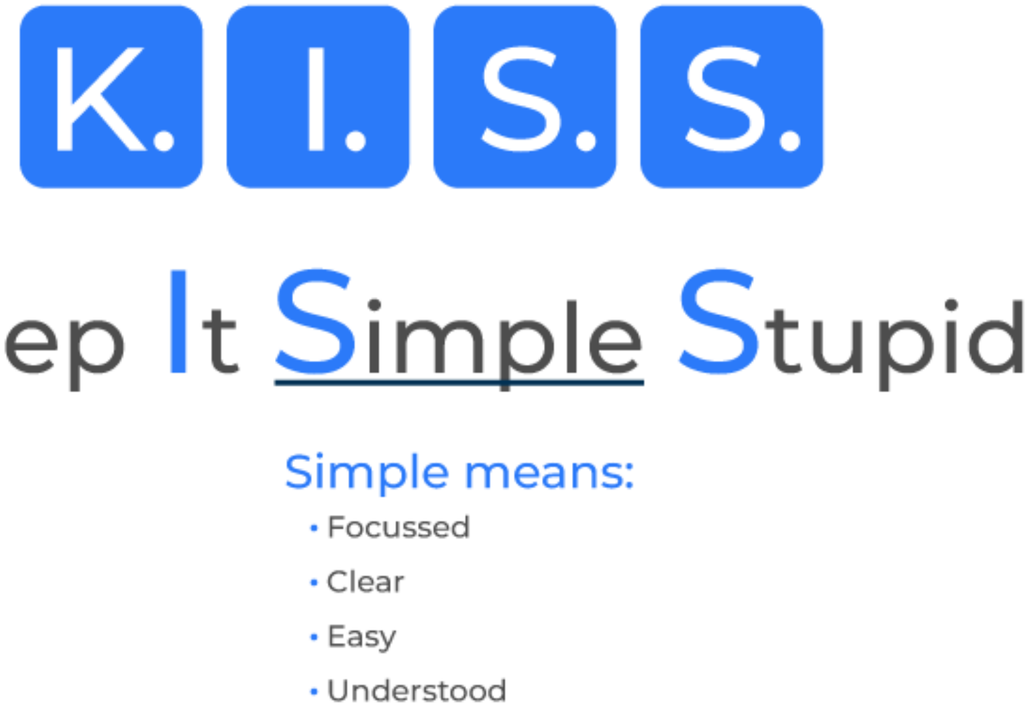
1.2.2 Techniques for simplifying complex topics

- Know your audience
- Use visuals and examples
- Avoid acronyms- Use simple language
- Use body language
- Break down the topic into steps
- Use analogies and metaphors
- Draw pictures

Resource: Mastering the Art of Simplifying Complex Ideas for Effective Communication
https://www.tajucoaching.com/blog/mastering-art-of-simplifying-complex-ideas-for-communication

1.2.2 Techniques for simplifying complex topics

Use the **K.I.S.S.** Principal (first used by Kelly Johnson, US Navy 1960) to stay focussed on your topic, be clear in your communication and use easy language for others to understand.



1.2.3 Active Listening

Listening is the act of paying attention to sounds.

Being a good listener requires you to listen attentively to a speaker, understand what they are saying, respond and reflect on what is being said, and retain the information for later.

Resource: Being A Good Listener
https://www.youtube.com/watch?v=-BdbiZcNBXg

1.2.3 Active Listening

According to Jacob Morgan to practice active listening, you should take into consideration the following:

B: Body Language: How you stand and hold yourself sends a message. A good posture shows to the other person that you are focused on them and open to receive their message.

U: Understanding: When listening to another person, you should realise and understand what they are talking about rather than just nod your head.

I: Interrupting: **DO NOT** interrupt others when they are speaking. You not only cut off the flow of the conversation and interrupt their thoughts; you also show lack of respect.

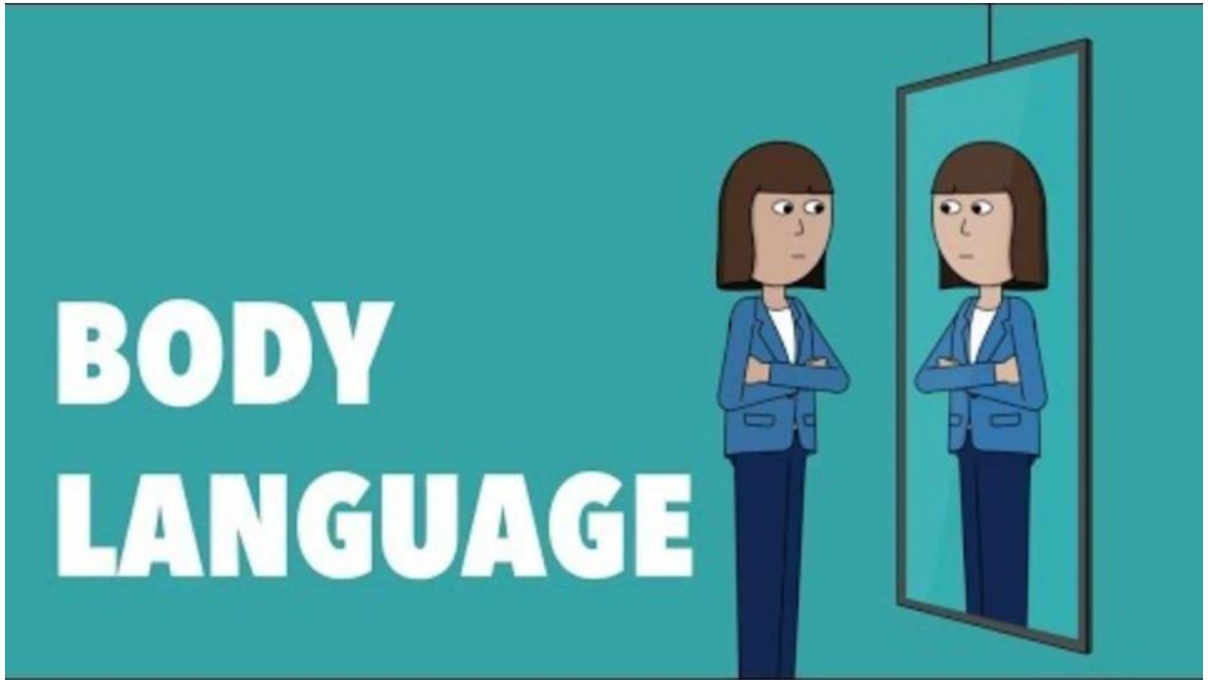
L: Look them in the eye: Eye contact is a practice that shows you are paying attention to what others talk about and you value what is being said.

D: Don't judge: Keeping an open mind and practice empathy when speaking with others, supports your personal growth and makes you a better communicator.

Resource: 5 Ways to Practice Active Listening
https://jacobm.medium.com/5-ways-to-practice-active-listening-924b58746494

1.2.4 Body language and non-verbal cues

‘**Body language** is the of communicating through non-verbal signals…’



Resource: Body Language
https://www.youtube.com/watch?v=1sfM-xx7tHI

1.2.4 Body language and non-verbal cues

Non- verbal cues are signals that support a communication process.

The non-verbal cues include gestures, facial expressions, touch, tone of voice, physical distance, and even a person's physical appearance.

In some cases, the non-verbal cues are the main communication channel (i.e. nodding 'yes' or 'no', using thumbs up or down, etc.) while in other cases they supplement the meaning of verbal communication (i.e. showing a picture to the audience while explaining verbally the meaning).

Non-verbal communication is important for creating a visual language to further engage with the audience and reinforce the meaning of vital points mentioned during verbal communications. Also, these cues can regulate the flow of a conversation and indicate both the beginning and end of a topic, adding more clarity to a message conveyed.

Resources: Non-verbal Cues in Communication | Importance & Examples
https://shorturl.at/9grHl

Types of Nonverbal Communication
https://www.verywellmind.com/types-of-nonverbal-communication-2795397

1.2.5 Building patience and demonstrating empathy

Empathy is the ability to understand a situation from another person's perspective and feel their emotions.
Practicing empathy in communication builds trust, strengthens relationships, and promotes an inclusive and supportive environment.

Be patient in communication is also important.
Having patience during a conversation can support the creation of meaningful interactions, avoiding conflicts and fostering productive communications.
Patience supports a person's conscious effort to understand their audience and with clarity to cultivate inclusivity and effective communication.

Resource: The importance of empathy
https://www.youtube.com/watch?v=UzPMMSKfKZQ

1.2.6 Age-Specific Communication Skills

Age Specific Competencies refer to the ability to communicate with each person in a way that is appropriate to their particular age and individual station. Tailoring communication to the specific age group helps in building rapport and ensuring that messages are effectively conveyed and understood.

Examples for age-specific communication with **youth**:

- Treat them as adults.
- Have patience.
- Respect their opinion.
- Provide guidance in a respectful manner.
- Encourage them to ask questions creating a safe environment to exchange opinions and knowledge (‘There is no such thing as a stupid question’).
- Avoid an authoritarian approach of interaction/ communication.
- Use visual aids and create interactive activities to keep them engaged.

Resource: What are Age-Specific Competencies? https://north.ufhealthjax.org/Volunteer/New/Documents/Age-Specific-Competencies.pdf

1.2.6 Age-Specific Communication Skills

Examples for age-specific communication with **seniors**:

- Acknowledge the physical, mental and social abilities a person has.
- Use simple language when explaining a new concept.
- Provide guidance in a respectful manner and have patience.
- Repeat and/ or make a recap at the end of each discussion/ topic.
- Encourage them to ask questions creating a safe environment to exchange opinions and knowledge (‘There is no such thing as a stupid question’).
- Use non- verbal cues and body language to keep their attention.
- Encourage as much independence as possible.
- Practice active listening and empathy.

Resource: What are Age-Specific Competencies? https://north.ufhealthjax.org/Volunteer/New/Documents/Age-Specific-Competencies.pdf

Activity 1.1

Self- evaluation

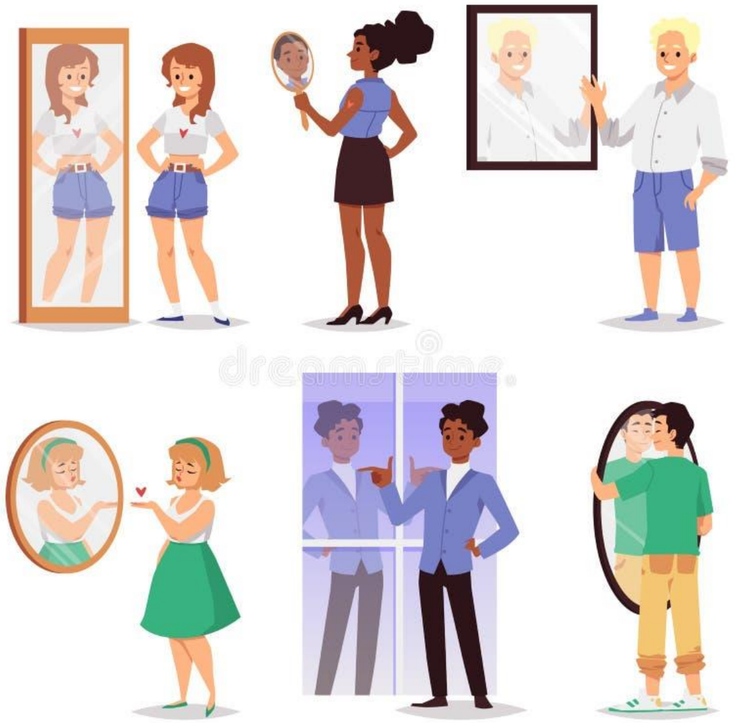
1. Choose a module and read it.
2. Stand in front of a mirror and practice.
3. Present the content and notice yourself.
4. Then, ask yourself the following:

- How do I speak?
- Do I speak fast or slow?
- Am I clear?
- Did I understand the content myself?
- How is my posture?
- Have I used my body to support my verbal communication?
- Did I use any gestures or non-verbal cues?

If yes, did they support my communication properly?

- Where there relevant enough?
- Is there room for improvement?

If yes, write down the points to improve and practice again.



Resource: Sabelskaya

Activity 1.2

What do the following non-verbal cues mean?
Do they convey a message? If yes, what are the messages and how they make you feel?

Resource: iStock by Getty Images

Additional Resources

- **Video: “Active Listening Skills”,** by Communication coach Alexander Lyon

Link: https://www.youtube.com/watch?v=7wUCyjiyXdg

- **Blog: “Master the Art of Listening; 6 Tips to being an active listener”**

Link: https://cubecreative.design/blog/small-business-marketing/master-the-art-of-listening

- **Video: “Body Language Simply Explained”**

Link: https://www.youtube.com/watch?app=desktop&v=iELkzDgLK9c

- **Video: “Body Language for Presentations”** by Communication coach Alexander Lyon

Link: https://www.youtube.com/watch?v=TmbQFWBvTtY

- **Article: "Body Language and Nonverbal Communication. Communicating Without Words”,**

by Jeanne Segal, Ph.D., Melinda Smith, M.A., Lawrence Robinson and Greg Boose

Link: https://www.helpguide.org/relationships/communication/nonverbal-communication

- **Blog: “Non-Verbal Communication.”**

by the International Journal of Neurolinguistics & Gestalt Psychology (LinkedIn)

Link: https://www.linkedin.com/pulse/non-verbal-communication-ijngp

- **Article: " The Role Of Patience In Effective Communication And Active Listening”**

Link: https://fastercapital.com/topics/the-role-of-patience-in-effective-communication-and-active-listening.html

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QUIZ

1. Name 3 effective communication techniques.
2. What does K.I.S.S. mean, and in which case this method can support you?
3. How can a person become an active listener?
4. What are 3 basic tips for your body language when presenting?
5. What is empathy and how can support your communications?
6. What are some common age-specific communication examples for youth and seniors?

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Module 1

1.3 How to become a mentor

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1.3.1 Understanding the Role of a Mentor

A **mentor** is an individual with expertise who can help develop the career of a mentee. A mentor often has two primary functions for the mentee. The career-related function establishes the mentor as a coach who provides advice to enhance the mentee's professional performance and development. The psychosocial function establishes the mentor as a role model and support system for the mentee. Both functions provide explicit and implicit lessons related to professional development as well as general work–life balance.

1.3.1 Understanding the Role of a Mentor

A mentor can help someone achieve their personal and professional development objectives when they:

- Are more experienced in the specific area of personal development
- Share knowledge and personal experience
- Are impartial and will give a new perspective
- Can build trust and will observe confidentiality

1.3.1 Understanding the Role of a Mentor

Some of the **benefits** of the mentoring role are:

- An opportunity to 'give back' and help others using experience gained and making it available to a new person
- The chance to build new relationships
- Exposure to fresh perspectives, ideas and approaches
- Opportunities to reflect on your own goals and practices
- Improved peer recognition
- The chance to practice interpersonal skills
- Personal satisfaction through supporting the development of others

1.3.2 Qualities of a Successful Mentor

Mentors should utilize the following core skills in their mentoring partnerships:

1. Listening actively
2. Building trust
3. Encouraging
4. Identifying goals and current reality
5. Instructing/developing capabilities
6. Inspiring
7. Providing corrective feedback
8. Managing risks
9. Opening doors

1.3.3 Building Trust and Rapport

The more that your mentors and mentees trust you, the more committed they'll be to your partnerships with them, and the more effective you'll be. To become **trustable**, you must:

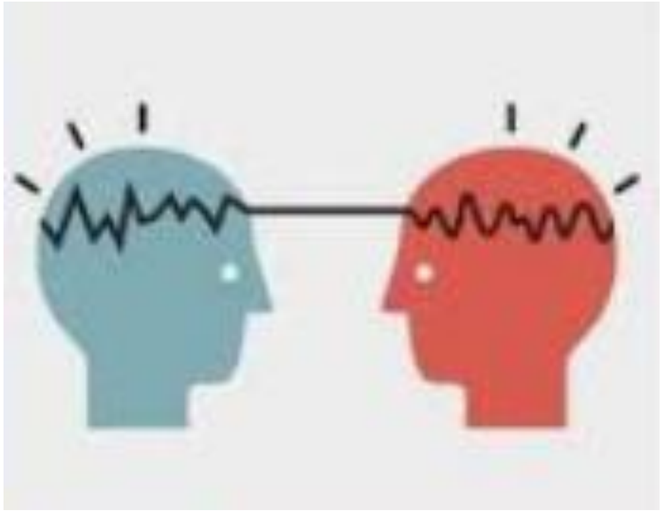
1. Keep confidences shared by your mentors and mentees.
2. Spend appropriate time together.
3. Follow through on your promises to them.
4. Respect your mentors' and mentees' boundaries.
5. Admit your errors and take responsibility for correcting them; and
6. Tactfully tell your partners if and why you disagree or are dissatisfied with something so they'll know you're honest with them.

Particularly with cross-difference (e.g., gender, culture, style, age) mentoring, trust building is crucial and has to be developed over time.

1.3.3 Building Trust and Rapport

Here we summarize with some tips on how to build **rapport**.

1. Show Acceptance of Other People’s ideas
2. Display Positive Body Language
3. Smile and Use Humor When Appropriate
4. Be Approachable or accessible
5. Share Similar Experiences
6. Be Present and Focused
7. Match and Mirror Words and Behavior
8. Show Empathy and Understanding
9. Be Reliable
10. Don’t Invade Privacy



1.3.4 Mentoring Across Generations

Intergenerational practice aims to bring people from different generations together in purposeful, mutually beneficial activities which promote greater understanding and respect and contribute to building more cohesive communities (Hatton-Yeo & Telfer, 2008).

Us 'Oldies' get detached from that and
so it brings us back to base. And...

1.3.4 Mentoring Across Generations: Benefits

Some of the benefits associated with the intergenerational mentoring are:

1. An Extra Layer of Support in People’s Lives
2. Older People Supporting Younger People
3. Younger People Supporting Older People
4. Support for Families
5. Eradicating Negative Age-based Stereotypes
6. Learning New Skills
7. Learning How to Survive and Thrive
8. Skills Transfer in the Workplace
9. Fostering an Appreciation for Rich Cultural Heritages, Traditions, and Histories

Practical activity 1

1. Assess your potential to be a successful mentor by rating yourself on the following

Mentoring Skills.

	Quality of Skill			
Mentoring Skill	**Excelent**	**Very good**	**Adequate**	**Poor**
1. Listening Actively	5	3	1	0
2. Building Trust	5	3	1	0
3. Encouraging	5	3	1	0
4. Identifying Goals and Current Reality	5	3	1	0

Interpretations:
16-20. Excellent core skills;
11- 15. Very good skills;
6-10. Adequate core skills;
5 or less. You'll benefit from coaching and practice on core skills;

Practical activity 1

2. Assess your potential to be a successful mentor by rating yourself on the following

Mentor-Specific Skills.

	Quality of Skill			
Mentor-Specific Skills	**Excelent**	**Very good**	**Adequate**	**Poor**
1. Instructing/Developing Capabilities	5	3	1	0
2. Inspiring	5	3	1	0
3. Providing Corrective Feedback	5	3	1	0
4. Managing Risks	5	3	1	0
5. Opening Doors	5	3	1	0

Interpretations:
20-25. Excellent mentor skills;
15- 19. Very good skills;
10-14. Adequate mentor skills;
9 or less. You'll benefit from coaching and practice on mentor skills;

Additional Resources

1. References

American Psychological Association. *Introduction to Mentoring.* https://www.apa.org/education-career/grad/mentoring

Hatton-Yeo, A. and Telfer, S. (2008). *Generations Working Toge*ther. The Scottish Centre for Intergenerational Practice. Glasgow, United Kingdom. https://generationsworkingtogether.org/downloads/504decd7a096f-Guide_to_Mentoring_Across_Generations_updated_15_Aug_2011.pdf

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2. Web pages

https://www.togetherplatform.com/blog/how-to-mentor-someone

https://www.nationalacademies.org/our-work/the-science-of-effective-mentoring-in-stemm

3. Addicional activities

https://symondsresearch.com/mentoring-activities-for-adult/

QUIZ

1. What is a mentor?

A) An individual with expertise who can help develop the career of a mentee.
B) An individual with expertise in technology
C) An individual who can help in therapy
Answer: A

2. Which of the following is a quality of a successful mentor?

A) Being impulsive
B) Providing corrective feedback
C) Being nice
Answer: B

1. What intergenerational practice aims?

A) To bring people from different cultural backgrounds together for to do cultural activities.
B) To bring people from different generations together in purposeful, mutually beneficial activities.
C) To bring people from different nationalities together for to do recreative activities.
Answer: B

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Module 1

1.4 How to Structure a Training Programme

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1.4.1 Setting clear goals and objectives

- **What is a Goal?**: A goal is something you want to achieve.

- SMART Goals in Mentorship: (Specific, Measurable, Achievable, Relevant, Time-bound goals)
  Defining these parameters related to your goal helps make sure your objectives can be achieved within a specific time period.

- **Activity Suggestion**: Ask participants what they think the parameters represent and invite them to draft a SMART goal for their mentorship program.
  An example SMART goal that can relate to (e.g., improving physical health or learning technology).

1.4.1 What are SMART Goals?

S - Specific (What exactly do you want to do?) Be clear about what you want to achieve.

M - Measurable (How will you know you did it?) Make sure you can track or measure progress.

A - Achievable (Can you really do it?) Choose goals that are realistic.

R - Relevant (Does it help you in your role?) Ensure the goals matter to the mentor and mentee.

T - Time-bound (When do you want to finish it?) Set a time limit for when the goal should be r

1.4.2 Organising a mentoring workshop

Workshop Structure

- **Start with a Plan**: Every workshop needs a structure.

3 Key Parts:

1.Opening: Greet and introduce the topic.

1.Main Activity: Group discussions or practical activities. Present ideas and share knowledge.

1.Closing:End with a summary or final thoughts.

1.4.2 Organising a mentoring workshop

Engagement Techniques

Activities to keep everyone involved. These could be:

- Role-playing (acting out situations).
- Ask questions.
- Use games or group tasks to keep everyone interested.

1.4.3 Selecting teaching materials

Age-Appropriate Resources

- Materials should be easy to understand, with larger fonts, simple vocabulary, and clear visuals.
- Choose materials that suit the age and experience of the mentees.
- Younger mentees may need simpler resources, while older mentees can handle more advanced information.

1.4.3 Selecting teaching materials

Interactive Tools: Use fun activities like games, quizzes, or puzzles to keep younger mentees interested.

Use Familiar Examples: Share examples that connect to things they do or see every day to help them understand better.

Break It Down: Give information in small pieces to avoid confusion. Use easy, step-by-step instructions if needed.

Add Videos or Sounds: Include videos or audio that are both fun and educational.

Feedback and Adaptation: Always make sure they understand and change the lesson if needed to fit their level.

1.4.3 Selecting teaching materials

Integrating Real-Life Case Studies

Real-Life Examples:
Use real stories or examples to help mentees understand better. This makes the learning more practical and meaningful.

Tip: Show an example of a well-designed handout for seniors.

Title: Staying Active for Healthy Aging

Introduction: Meet *Martha*, a 72-year-old woman who started walking every day after her doctor recommended it for her heart health. After a few months, she noticed she had more energy and her mood improved.

Real-Life Case Study:

•Challenge: Low energy and mood swings.

•Solution: 30 minutes of daily walking.

•Result: Increased energy, improved mood, better heart health.

Tips for Staying Active:

1.**Start Small**: Even a 10-minute walk around the block helps!

2.**Find a Buddy**: Exercising with a friend can make it more fun.

3.**Listen to Your Body**: Go at your own pace; if it feels too hard, take a break.

4.**Use What You Have**: No need for fancy equipment. A pair of comfortable shoes is enough to start.

1.4.4 Using digital tools for mentoring

Communication tools for teaching

We will introduce tools like **Zoom** or **WhatsApp** for virtual mentoring sessions and virtual communication.

Zoom is a communications platform that allows users to connect with video, audio, phone, and chat. Using Zoom requires an internet connection and a supported device.

WhatsApp can be used to discuss ideas, share files, and work together on assignments. This can be particularly useful for students who are unable to meet in person due to distance or a busy programme.

1.4.4 Using digital tools for mentoring

Tools for story-telling

You can use tools like PowerPoint or Canva to tell stories with pictures or slides, making lessons easier to understand.

1.4.5 Time management and pacing

Balancing Content and Interaction

"Why is time management important in training?“

Brief explanation: Good time management helps keep sessions on track, prevents information overload, and ensures participants stay engaged.

"Keep a balance between content delivery and interaction.“

Explain: Deliver content in small sections, followed by activities, questions, or discussions to maintain engagement.

Example: After explaining a concept, ask participants for their views or conduct a small group activity.

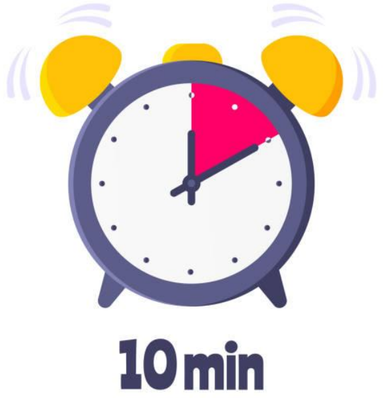
1.4.5 Time management and pacing

Incorporating Breaks and Buffer Time

"Include short breaks in longer sessions to help participants stay fresh.“

Explain: Even a 5-minute break can refresh the mind and prevent exhaustion

Tip: Plan breaks every 45-60 minutes, or when switching to a new topic.



1.4.5 Time management and pacing

Monitoring Progress and Adjusting Pacing

“Track how the session is going and adjust the pace if needed.“

Explain: Keep an eye on participant reactions. If they seem confused or disengaged, slow down or include more interactive elements.

Tools: Use timers or ask for feedback during the session.

Activity 1.4

Checklist for Organizing a Training Session:

- Prepare a **Training Agenda** so everyone knows what will happen and when.
- Have a **Sign-in Sheet** to record attendance.
- Prepare **Training Materials** (handouts, guides, or presentations).
- Make sure all the **Equipment** (like projectors, computers, or speakers) is working.
- Print or share digital copies of **Resources** (like reading materials or references).
- Have **Supplies** like pens, notepads, flip charts, and markers ready.
- Use Name Tags or Badges so everyone knows who’s who.

QUIZ

Quiz: Test Your Knowledge

1. What does SMART stand for?
2. Name one digital tool you can use for mentoring.
3. How can you keep participants engaged during a workshop?
4. Why is it important to manage time in a workshop?

REFERENCES

SMART Goals Framework

For further reading on how to structure and set goals using the SMART criteria:

SMART Goals Overview

Digital Tools for Mentoring

Learn more about Zoom and WhatsApp usage for online mentoring: Zoom, WhatsApp

Mentorship Techniques

Explore additional mentorship engagement techniques:

https://hr.uw.edu/pod/organizational-excellence-and-development/individuals/mentoring-tools/

EU Intergenerational Learning Initiatives

Find more projects and initiatives on supporting intergenerational learning:

EU Education Initiatives

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Module 2

2.1 How to use technology to make daily life easier

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MODULE AIM & OBJECTIVES

The aim of this module is to empower learners by equipping them with practical skills and the confidence to effectively use various digital tools and apps that simplify and enhance their daily lives. It helps learners make informed choices about technology, to teach them how to navigate and utilize these tools effectively, and to foster a sense of confidence in their ability to engage with the digital world.

Objectives:
By the end of this module the learner will be able to:

- use technology to simplify daily life
- navigate using various tools, including offline navigation.
- set up and personalize voice assistants to assist with everyday tasks.
- use translation tools to communicate in different languages, both online and offline.
- book transportation and flights online and manage travel plans efficiently.
- secure their smartphone to protect personal information.
- apply skills through real-life examples for practical understanding.

TABLE OF CONTENTS

1.1 Explore with confidence using the google maps and other map apps
1.2 How to organise your day using google calendar and reminder apps
1.3 How to talk to your technological devices using the helpful voice assistants
1.4 Speak any language using google translate on the go
1.5 How to travel smoothly, booking your rides and flights online
1.6 Necessary things to set in your smartphone based on your needs and having everything secured
1.7 Keep your data safe and recover info from lost or stolen devices
1.8 Easy steps on how to use your TV and watch your favourites shows
1.9 How to shop smart from home using smartphone shopping apps
1.10 Learn, discover and access online your favourite books, lessons, and events
1.11 Real examples

Practical Activities
Additional Resources
References

2.1.1 Explore with confidence using the google maps and other map apps

How to Navigate with Google Maps

Google maps is a web service that provides detailed information about the geographical regions and sites worldwide. In addition to traditional road maps, Google Maps provides aerial and satellite imagery of numerous locations. In select cities, it also features street views, which are captured from vehicles equipped with cameras. Google maps is free to use, you just need to have a google account and an android phone.

Google maps and any other online maps, offer a variety of features, for example how to reach your destination from point A to point B by using your car or taxi, by public transportation, by walking, or even using your bike.

2.1.1 Explore with confidence using the google maps and other map apps

Need a guide on how to use google maps as beginner? Check out this 6-minutes turorial. Click two time on the top of the video to start it.

Link: www.youtube.com/watch?v=tui9hq9lfsU

2.1.1 Explore with confidence using the google maps and other map apps

Discovering alternative map applications

Online maps application might be different based on what phone device you have. The most common are Android or iOS devices. Under Android are considered phone companies such as Samsung, Xiaomi, Huawei, LG, Lenovo, ZTE, Realme, Sony, etc., the majority of pone companies use Android operational systems. And under iOs is considered Apple company (Iphone). Therefore, the corresponding Google Maps in Iphone is Apple Maps. The enviroment of the Maps are a bit different but both offer similar services.

Other alternatives to map applicantions as mentioned above, are lists of companies based in member states of the EU like in Germany, in Czech Republic etc. You will find the list here:

https://european-alternatives.eu/alternative-to/google-maps

2.1.1 Explore with confidence using the google maps and other map apps

Using offline maps for worry-free travel

Travelling to countries that your phone data and internet not work might create you inconvenient and stress. Technology has evolve through the last years so there is a solution to this. In order to stay organised and reach your travel destinations you will need to download offline maps. That’s very easy to do with just 3 steps. Watch the following 3-minutes tutorial to learn how you can do that easily and fast. It will definitely save you a lot of effort and time. You need to enjoy while travelling and not stress out of any small thing.

Link: https://www.youtube.com/watch?v=9e0iMeikrdw

2.1.2 How to organise your day using google calendar and reminder apps

Setting up your Google Calendar

Digital calendars (i.e Google Calendar, Calendar in iOs devices etc.) are tools in a form of a traditional calendar that helps you schedule your day and time. It allows you to create and manage events, set reminders, and organize your schedule online. Android phone has normally pre-installed the app, so you can use it directly. There various apps offering a calendar enviroment if you want to explore, in this module we will see the example of Google Calendar and you can adapt this example based to your needs.

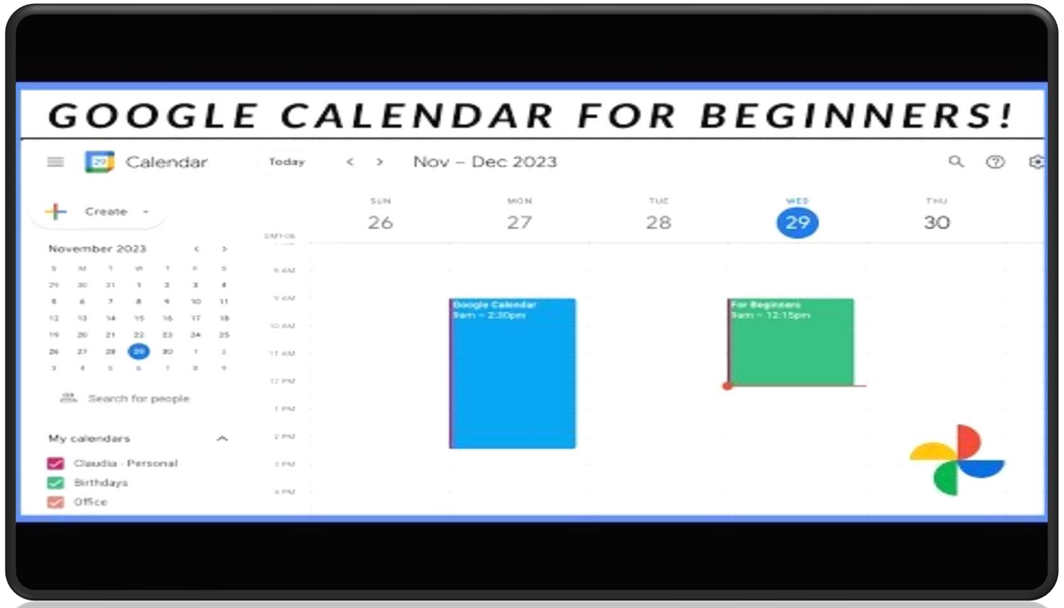
Some important ways to use for google calendar:

- Schedule an appointment to a store, the doctor, bank etc.
- Schedule an event, festival, celebration you have to attend.
- Set a reminder for a specific medication.
- Note the month that your cards expire and many more.

2.1.2 How to organise your day using google calendar and reminder apps

Creating events, reminders, and medication alerts

How to use Google Calendar to create events, set reminder and or set mediation alert, the basics for beginners.



Link:https://www.youtube.com/watch?v=5GdxyXoD1xk

2.1.2 How to organise your day using google calendar and reminder apps

Discovering alternative calendar applications

Here are five open-source and free calendar apps that align with the philosophy of Google Calendar.

Nextcloud Calendar

Calendar is part of the suite. It allows you to manage events and integrate with other Nextcloud applications for file sharing and collaboration.

KOrganizer

The calendar is part of the Kontact suite. It's free and open source and provide calendar features including reminders.

Etar Calendar

A simple, free, and open-source calendar app for Android. It offers a user-friendly interface and supports various calendar formats, making it a straightforward choice for managing events on mobile devices.

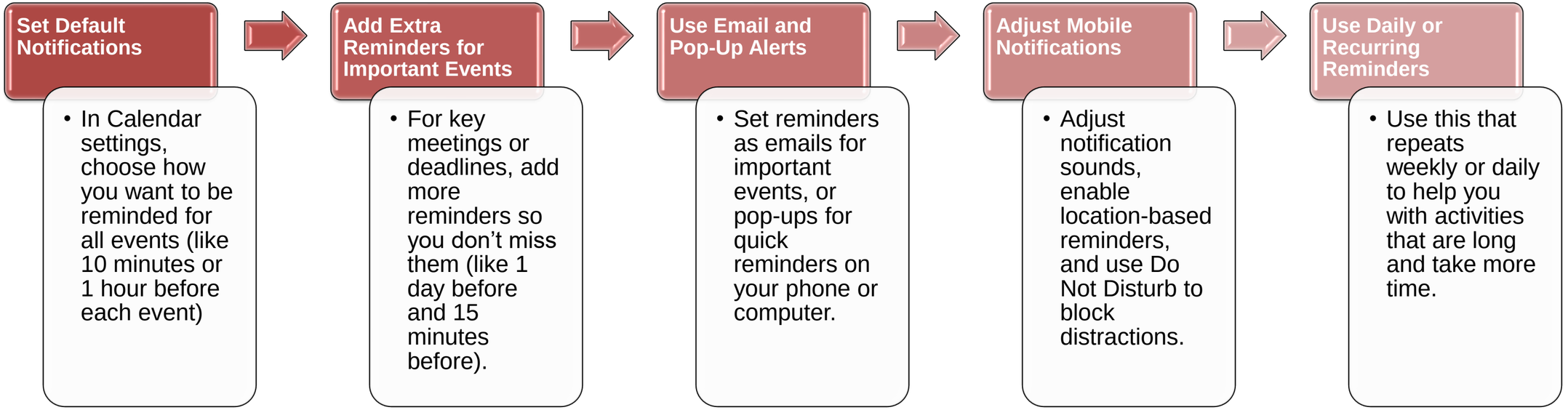
Simple Calendar

An open-source calendar app for Android that provides a clean and minimal interface. It’s easy to navigate and allows users to create and manage events without any complex features or setup.

2.1.2 How to organise your day using google calendar and reminder apps

Customizing notifications for better time management

To manage time better with Google Calendar and to not miss anything important schedules, here’s how to proceed in a simple steps:



2.1.2 How to organise your day using google calendar and reminder apps

Notifications, how to use them properly

Notifications might be usefull but sometime people might receive to many of them and probably important iformation. There are some advantages and disadvantages for any kind of app that has notifications, let's see them below:

ADVANTAGES		DISADVANTAGES
Information on time		Too many notifications
Possibility to manage better your duties		Distraction, Lowers phone battery
Alerts		Privacy concerns
		User's dependence on notifications

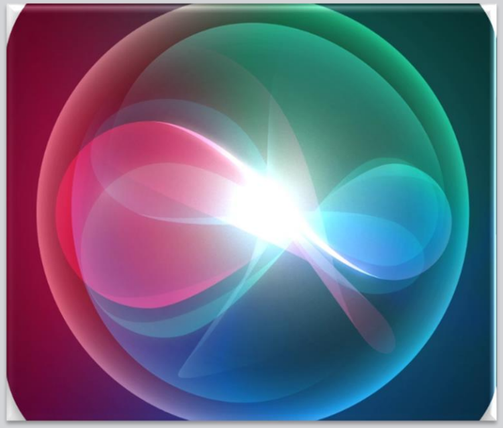
2.1.3 How to talk to your technological devices using the helpful voice assistants

Voice assistants, such as Alexa, Siri, and Google Assistant, can make using your phone more fun, enjoyable and convenient. Here is a brief tutorial on configuring, utilizing them for everyday tasks, and making the most of their capabilities.

Setting up and personalizing voice assistants (Google Assistant, Siri, Alexa)

Google Assistant (Android/iOS)

Open the Google app, tap on Account > Settings > Google Assistant to set up and personalize.



Siri (iOS)

Go to Settings > Siri & Search and turn on Listen for ‘Hey Siri’ and Press Side Button for Siri.

Alexa (Amazon Echo Devices)

Open the Alexa app on your phone, log in, and follow the instructions to connect to your Amazon device.

2.1.3 How to talk to your technological devices using the helpful voice assistants

Useful things to ask your voice assistant for everyday tasks

Getting Information

"*What's the weather like today?*" or "*What's my next appointment?*"

Reminders and Alarms

"*Remind me to water plants every Tuesday,"* or *"Set an alarm for 7 AM."*

Entertainment

"Play my favourite playlist", "Tell me a joke," or *"What's the latest news?"*

Shopping Lists

"Add milk to my shopping list," or *"What's on my shopping list?"*

Finding a Place

"What's the fastest route to Alicante Airport?" or *"Find nearby coffee shops."*

Health Reminders

"Remind me to take my medication at 8 AM," or *"How many calories are in an apple?"*

2.1.3 How to talk to your technological devices using the helpful voice assistants

Smart tips and tricks for making voice assistants work for you

Tip 1: Multi-Language Support

If you speak multiple languages, set your assistant to recognize them for more flexibility.

Tip 2: Send messages and make calls hands-free

“Call David” or *“Send a message to Helen”* for easy communication on the go.

Tip 3: Ask for Facts or Quick Translations

Assistants are great for quick answers, translations, or unit conversions *(i.e “What’s 20 dollars in euros?”*).

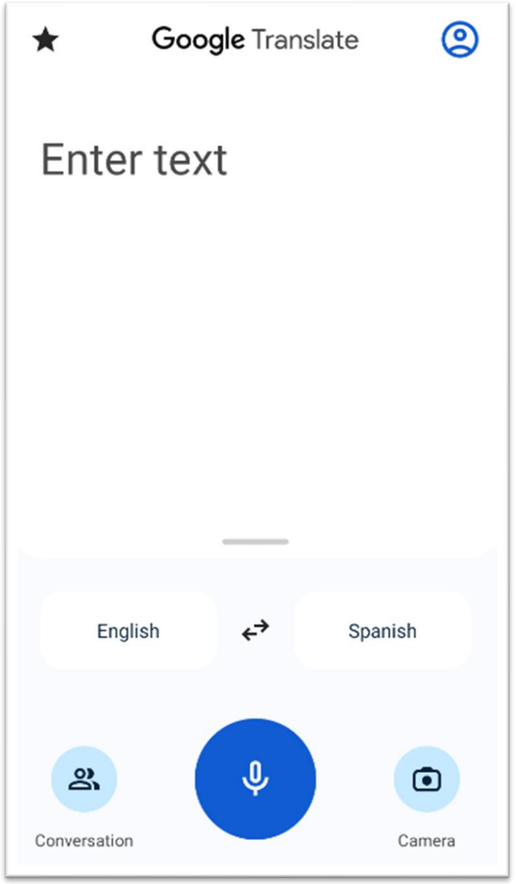
Tip 4: Stay on Top of Your Schedule

Ask your assistant, *“What’s on my calendar today?”* or *“Remind me about [event] tomorrow.”* This can help you quickly check or set reminders for appointments, events etc. without opening your calendar.

Tip 5: Learn the news of the day, weather, traffic etc

Say, *“Give me today’s news”* or *“What’s happening in sports?”* for brief news updates in the morning or or while getting ready for the day. To plan your day better, ask, *“Do I need an umbrella today?”* or *“What’s the weather forecast for the weekend?”* It’s a quick way to stay prepared. Before heading out, ask, *“What’s the traffic like to the event place?”* or “*How long to the market?*” Your assistant will give real-time traffic info and alternate routes.

2.1.4 Speak any language using google translate on the go



Real-time language translation with Google Translate

You can have real-time language translation using Voice translation and Camera translation. There is also the traditional way with typing, but we will examine now something that is more practical and won't consume much time especially when you are on rush or when you need something immediately. There are alternative apps with the same philosophy for example Deepl, iTranslate, Reverso, Linguee,

Voice Translation: Download and open Google translate application in your phone, and tap the microphone icon. Select the language you will speak and what language do you need to translate it. Start speaking but try to make small breaks so the sentence is not very long, then the app will translate it in real-time. This features is great for quick conversation while you are on a taxi, or a service where they do not speak the language, in a restaurant or event with local in a new country you are visiting.

Camera Translation: When you see a sign in the street, or you are having a menu but you can not ready the language, you can use your camera to point at text for instant translation. Tap the camera icon in Google Translate app, take a photo and the image or sign will be translated.

2.1.4 Speak any language using google translate on the go

No internet connection? You can still translate offline, know how

Choose & download languages

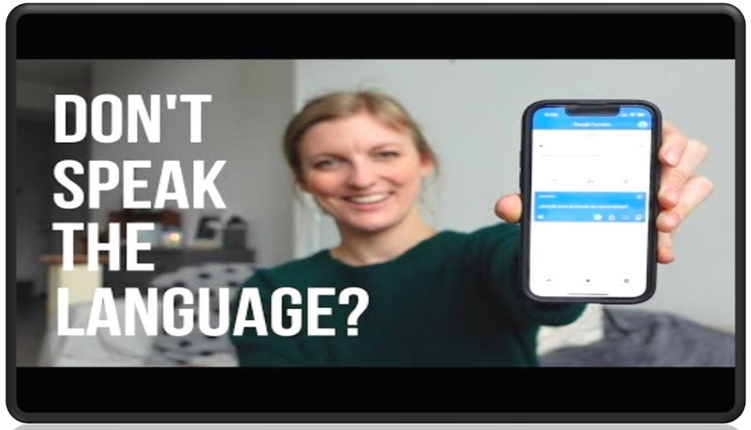
1. Before you download languages, connect to Wi-Fi.
2. Open the Translate app.
3. At the bottom, select the language you want to download.
4. Next to the language, tap Download.
    - If it’s not there, the language can’t be downloaded.
    - If it asks you to download the language file, tap Download.

Tip: In the Translate app, your saved languages show up as Downloaded.

2.1.4 Speak any language using google translate on the go

Communicating effectively with tourists and locals

Exploring different places provides opportunities to fully experience different cultures, breath-taking scenery, and unforgettable moments. Fortunately, travel has been greatly improved by technology, specifically language translation applications (Google translate, Apple translate etc.), which have eliminated these obstacles. These applications utilize cutting-edge functions such as instant voice interpretation and camera text translation, enhancing communication effectively as previously mentioned. They improve safety by enabling travellers to seek assistance in emergencies and make everyday tasks such as ordering food or arranging transportation easier. These apps enhance cultural understanding and appreciation by allowing users to communicate with locals in their own language, leading to more genuine interactions. Additionally, language translation technology supports sustainable travel through encouraging courteous communication and providing environmentally-friendly choices. In the end, these applications help to connect different cultures and encourage diversity while also assisting in promoting responsible tourism, allowing travellers to confidently and easily explore the world.



Link: https://www.youtube.com/watch?v=bvLWwW5kFB0

2.1.5 How to travel smoothly, booking your rides and flights online

How to book trains, taxis, Uber, and Bolt rides

Trains

Most of the countries have an online website for train lines or even apps. In order to book a train online simply enter your departure and arrival stations, select your travel day time. If you are not sure about the time you can see the list of the schedules. Complete your booking by entering your payment details.

Local Taxi

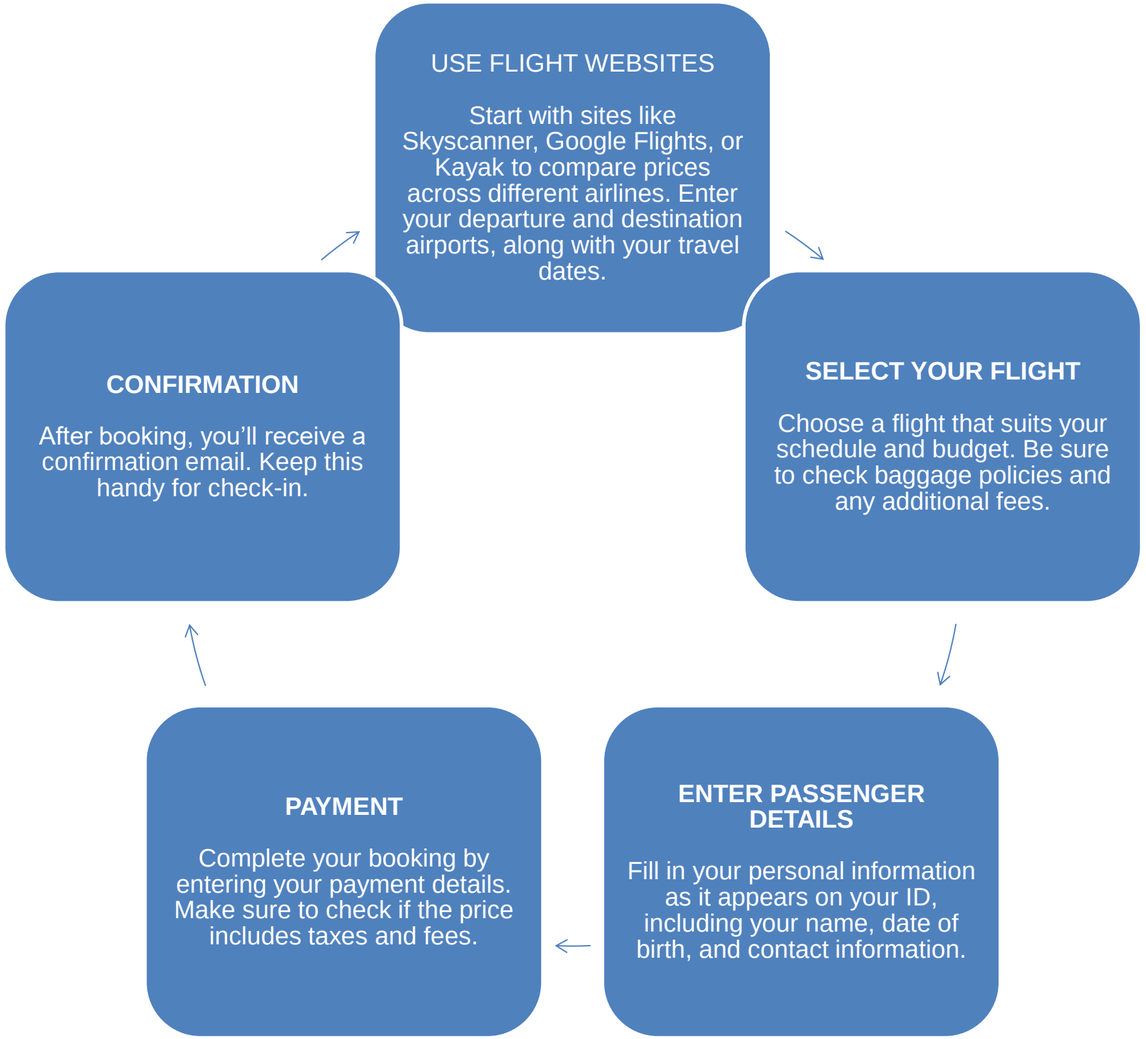
In some places they have an app for local taxi although it is more often that you can call the taxi call centre and order one.

Uber, Bolt, etc. Taxi

These type of taxi function only through downloading the relevant app, Uber or Bolt for example. You need to create an account to have access to the app. Most of the times the app will ask for your bank card details so the payment can be done directly through the app.

2.1.5 How to travel smoothly, booking your rides and flights online

Easy steps to book airplane tickets online



2.1.5 How to travel smoothly, booking your rides and flights online

Managing your travel plans effortlessly

You travel can be easy if you organise and manage it properly.

Organize Your Itinerary	**Set Reminders for Important Dates**
Example: If you're flying from Paris to London and staying at a hotel, download or print all of your reservations. This will give you an itinerary that shows your flight times, hotel check-in, and you can also save even directions to your hotel.	Example: If your flight is at 3:00 PM, set an alert for 3:00 PM the day before to remind you to check in online, and another for 11:00 AM day of your flight to ensure you leave home on time. You can also add reminders for passport renewal or visa applications a month before your trip.
Keep Digital Copies of Important Documents	**Stay Updated with Notifications**
Example: Scan your passport, visa, flight tickets, and hotel reservations, then upload them to a folder labeled "Travel Documents" in Google Drive and in your phone. In case you lose your physical copies, you can quickly access the digital versions from any device.	Example: If you're flying with Aegean Airlines, enabling notifications means you'll receive alerts on your phone if there's a delay, helping you adjust your plans without waiting at the airport for hours.
Create a Packing List	**Plan for Connectivity**
Example: For a week-long trip to Spain, your packing list might include essentials like "Passport," clothing items like "2 pairs of jeans," and toiletries like "Sunscreen" and "Toothbrush." Check off items as you pack to ensure you don't forget anything.	Example: Upon arrival in Italy, purchase a local SIM card that allows you to use data for navigation, translations, and staying connected without relying on hotel Wi-Fi.

2.1.6 Necessary things to set in your smartphone based on your needs and having everything secured

Our phones are very important tools for communication, navigation and staying connected. Setting up the right settings will make you daily life and tasks easier and more secure. Use your phone with confidence and convenience following the steps below:

Your personal settings (lock, unlock, share location, etc.)

Use a PIN, password, fingerprint of facial recognition to lock/unlock your phone to keep your information safe if your phone lost or stolen. Enable location sharing with trusted contacts (family, friends) using apps like Find my (iOS) if you're meeting up with someone new or in an emergency.

How find your phone if lost or stolen

You need to enable/activate 'Find my Device' or 'Find my Iphone' setting to know when your phone is even if stolen or lost.

How to get internet connection, share your Wi-Fi

To get internet connection you can enable mobile data or connect to Wi-Fi in your settings. If you want to create Wi-Fi hotspot you need to enable the icon and share your connection with others either with code or barcode.

2.1.7 Keep your data safe and recover info from lost or stolen devices

Retrieving data from broken or lost phones

If your phone is broken or lost, access your cloud on another device to retrieve your contacts, photos and files.

Backup options to secure your information

You phone gives you the option to backup your information in a cloud, enable that and your data will be secure in case your phone is not.

Protecting your data from theft

Strong security settings are always important. How to do that? There are 2 easy steps. First set up a PIN, screen code and second activate the ‘Find my Device’. You have also the possibility to lock or delete your data remotely to protect personal information, chats or photos.

Let’s see some scenarios based on real life.

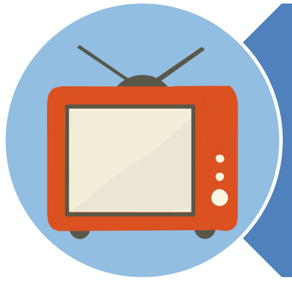
2.1.7 Keep your data safe and recover info from lost or stolen devices

Scenario 1 - You leave your phone in a public place
Solution: Enable “Find My Device” (Android) or “Find My iPhone” (iOS). This lets you track your phone’s location, remotely lock it, and, if needed, erase all data. Log in to Find My Device on any browser or Find My iPhone via iCloud.com to see your phone’s location and secure it right away.

Scenario 2 - Someone tries to access your phone without permission
Solution: Set up a strong PIN, password, or biometrics like Face ID or fingerprint unlock to prevent unauthorized access. On iOS, go to Settings > Face ID & Passcode, and on Android, go to Settings > Security > Screen Lock. Use a unique PIN or biometric lock for added security.

Scenario 3 - Your phone is stolen, and you want to protect sensitive information
Solution: enable remote data erasure. With “Find My Device” or “Find My iPhone,” you can wipe all your data remotely to prevent the thief from accessing your personal information. nce you confirm your phone is irretrievable, go to Find My Device or iCloud’s Find My iPhone on a web browser to remotely erase it.

2.1.8 Easy steps on how to use your TV and watch your favourites shows

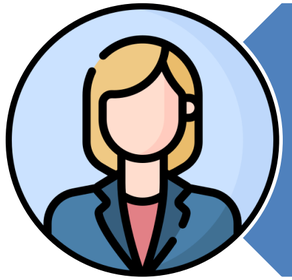


Easy steps for Netflix, Amazon Prime, and TV

If you have a smart TV, find and download streaming apps like Netflix from the TV's app store. For regular TVs, you can use a streaming device like Roku or Fire Stick to access these apps.

Tips for finding new shows and movies

Most apps suggest shows based on your viewing history. Use tabs like "Recommended for You," "Top Picks," or "New Releases" to find something fresh.



How to handle your subscriptions and profiles

Use your streaming app's settings to manage subscriptions, renewals, and payment details. On Netflix and Prime, go to Account Settings to update or cancel as needed.

2.1.9 How to shop smart from home using smartphone shopping apps

Exploring the best shopping apps

Open your app store and search for the common shopping apps used in your country of worldwide. in Spain for example, like Amazon.es, El Corte Ingles (this is a major department store), Zara (for clothes), PcComponentes (for electronics) etc. Download the App and browse for an item you are looking for, like a jacket or a computer, and see how the app organises the categories, deals, and delivery/payment options. Normally the shopping app are easy to use, as soon as you find out how their environment works.

2.1.9 How to shop smart from home using smartphone shopping apps

Exploring the best shopping apps

Let's see what are the Do's and Don'ts in online shopping.

DO'S	DON'TS
Compare prices	Don't on website that are not secured. A safe website must start with https:// or have padlock symbol.
Check products reviews	Be cautious of extra fees, for example shipping fees.
Use Secure Payment Methods	Avoid products in the philosophy extremely low prices, as they could be scams or fake products.
Verify the Seller	Never save payment information.
Check return policies	Don't rush when you purchase instead take time to read everything

2.1.9 How to shop smart from home using smartphone shopping apps

Tips for safe and efficient online shopping, orders and delivery

Use Trusted, Secure Payment Methods	Shop during sales or local events	Check the shipping and delivery methods	When you shop from a different country	Reviews and Return policies
Choose secure payment options like PayPal and Apple Pay, which are widely supported across Europe, including Greece, Cyprus, and Spain. For local options, some sites in Belgium and Austria also accept Bancontact and EPS (Electronic Payment Standard) for added security.	European countries have specific sales events like “Rebajas” in Spain (winter and summer sales), “Soldes” in Belgium, and “Black Friday” across the continent.	When shopping online, prioritize stores that partner with reliable European carriers like GLS, DHL, and PostNL. For local deliveries, you can look for services like ACS in Cyprus and Greece, An Post in Ireland, and Fan Courier in Romania.	If ordering from a website outside your country, select those that offer Delivered Duty Paid (DDP) shipping to avoid additional customs fees. Many European e-commerce sites, like Amazon.de (Germany), allow you to pay all fees upfront when shipping to countries like Cyprus and Greece.	Make sure to review return policies, as they can vary by country. In the EU, most stores offer a minimum 14-day return period, but terms may differ.
If shopping on Public.gr in Greece or eMAG in Romania, choose PayPal or credit card for secure transactions. Using these trusted methods reduces the need to share your credit card details directly with the store.	In Ireland, stores often offer large Black Friday discounts, while Greek and Cypriot retailers may also participate in November sales and mid-season deals in spring and autumn. Check Sinsay in Romania or MediaMarkt in Austria for seasonal promotions and special discounts during these times.	When ordering from PCComponentes in Spain or Fnac in Belgium, choose the “track & trace” delivery option for real-time tracking. This helps you stay updated on delivery schedules and anticipate arrival times.	If you’re in Belgium and ordering from an Irish shop, check that they offer DDP or EU-wide shipping options. This avoids delays or surprise costs when your package arrives.	When you order from Zara in Spain or H&M in Austria, review product descriptions and user reviews carefully to understand fit and quality. Sites like IKEA in Romania and El Corte Inglés in Spain provide detailed return policies on their websites—helpful if you need to return an item across borders.

2.1.10 Learn, discover and access online your favourite books, lessons, and events

Finding and reading e-books

E-books are books converted into digital format for display in phones or computers. Its easy to access them from anywhere and at any time. Sometimes they often come at lower cost or even can be borrowed for free through library platforms.

In Ireland, BorrowBox collaborate with local libraries, allowing users to borrow e-books and audiobooks without physical visits. In Cyprus and Greece, platforms like Public.gr provide e-books in Greek and English, sometimes in lower prices If you would have buy them from the shop. In Austria, Thalia.at offers a selection of German-language e-books, both paid and free options.

2.1.10 Learn, discover and access online your favourite books, lessons, and events

Enrolling in online courses

Online course are a good idea as they allow you to learn something new, or develop further knowledge in a topic at your own pace. The online courses can vary from very professional skIls to hobbies like photography. Again, you can find both paid and free online course, and some they even offer a certificate. Such platforms are Udemy, that has local-language courses or English. FutureLearn and Coursera, are also platforms on the same philosophy, but they partner with Universities across the world and they offer paid and free courses.

Exploring cultural and entertainment events online (music, dance, cooking, and more)

When you don’t have the possibility to visit a event in another country, you have the possibility to enjoy the cultura experience from home. Arte Concert, is a free stream service with live music events across Europe. In Belgium and France, it hosts jazz, classical, and pop music events. In Spain, Instituto Cervantes hosts cultural events online, like language workshops, art discussions, and Spanish cooking classes. In Austrua, Vienna State Opera offers live streams of renowned opera performances.

2.1.11 Real examples

Example 1 - Finding your way on vacation

Julia is on vacation in a new city and wants to explore local attractions.

Using Google Maps, she can find nearby landmarks, restaurants, and public transportation routes.

Before heading out, she checks the map for the best walking route to her first destination.

Google Maps not only provides her with step-by-step directions but also shows real-time traffic conditions and estimated travel times. With confidence, Sarah sets off to enjoy her day, knowing she won’t get lost.

Example 2 – Organizing your day

Steven, a busy professional, uses Google Calendar to keep track of his appointments, meetings, and personal commitments.

Every Sunday evening, he schedules his week ahead by blocking out time for work tasks, exercise, and family time.

He sets reminders for important meetings and tasks, ensuring he stays organized. If plans change, he can easily adjust events and notify attendees. Thanks to Google Calendar, John feels more in control and balanced in his daily life.

2.1.11 Real examples

Example 3 – Speak any language

Maria is traveling to France for the first time and doesn’t speak French.

Before her trip, she downloads the Google Translate app on her smartphone. During her travels, she uses the app to translate menus at restaurants and ask locals for directions.

One day, she encounters a street vendor selling handmade crafts but struggles to communicate. By using the app’s camera feature, she quickly translates a sign and confidently asks about the items for sale.

With Google Translate, Maria feels empowered to immerse herself in the culture and connect with the locals.

Example 4 – Shopping time from home

Eduardo wants to buy a new toy, but he doesn't want to go to the store.

Instead, he uses shopping apps on his smartphone. He opens the Amazon app and types in “LEGO sets.”

He looks at different sets, reads reviews, and compares prices. When he finds the perfect one, he clicks “Buy Now” and chooses a safe payment method. After placing his order, he can track when it will arrive.

With his phone, Eduardo can shop from home and get exactly what he wants without any hassle.

Training Activity 1

Find you way easily!

5-10 people	**Materials you need:** - Smartphones or tablets with Google Maps installed - Internet access - Pre-downloaded offline maps for practice	45-60´

Objective

To help learners confidently use Google Maps to find directions and navigate, both online and offline for their travels.

Steps

1. Introducción (10 minutes)

Briefly explain the importance of digital maps and how they simplify daily life.

2. Guided Demonstration (15 mins)

Demonstrate how to use Google Maps to find routes and estimate travel times for different transport modes. Navigate from point A to point B using the digital Maps. Use various transportation modes (car, taxi, walking etc).

3. Offline Maps (15 mins)

Learners practice downloading offline maps and using them in a simulated no-internet environment.

Training Activity 1

3. Discussion & Reflection (10 minutes)

Ask participants the following questions for discussion and reflection

How do you feel about using maps on your phone to get around?

Have you ever been lost while traveling?

How do you think Google Maps could have helped?

Can you think of a situation where having an offline map would be helpful?

Training Activity 2

Stay organised every day!

5-10 people	**Materials you need:** - Smartphones or computers with Google Calendar installed - Internet access	45-60´

Objective

To teach learners how to use Google Calendar to organise their daily tasks, set reminders, and manage appointments.

Steps

1. Introducción (10 minutes)

Briefly explain the importance of Google Calendar and how it helps with daily organization.

2. Calendar Setup (10 minutes)

Show students the setting up process of Google Calendar for daily scheduling, and the basic features like adding an event, set reminders, and manage notifications etc.

3. Creating Events and Reminders (15 minutes)

Ask leaners to practice and add events in their Google calendars for practice (e.g. appointments) and set reminders for them, including some events that are recurring.

Training Activity 2

4. Notification Management (10 minutes)
Teach participants to customize notifications for different events.

3. Discussion & Reflection (10 minutes)
Ask participants the following questions for discussion and reflection
Do you think Google Calendar can help you remember important dates? How?
How do you currently keep track of appointments, and how does Google Calendar compare?
What kinds of events or tasks do you think you'll add to your calendar first?

Training Activity 3

Talk you your phone and learn anything you want!

5-10 people	**Materials you need:** - Devices with Siri, Google Assistant, or Alexa - Internet connection	45-60´

Objective

To show learners how to use voice assistants like Siri, Alexa, and Google to complete simple tasks like setting alarms, reminders, and asking questions.

Steps

1. Introducción (10 minutes)

Briefly introduce the how voice assistance work and what are the benefits of it in daily life.

2. Voice Assistance set up and personalization (10 minutes)

Show participants the setup of the voice assistance of their choice.

3. Everyday commands (15 minutes)

Give the participants the chance to practice using voice commands to set reminders, play music, ask for weather updates etc.

Training Activity 3

Examples of questions to ask the voice assistance (voice commands)

Setting Reminders:

"Remind me to take out the trash at 7 PM.“

"Set a reminder for my doctor’s appointment next Tuesday.“

"Can you remind me to water the plants every Friday?“

Creating Shopping Lists:

"Add milk and eggs to my shopping list.“

Managing Schedules:

"What’s on my calendar today?“

"Add a meeting with Sarah to my calendar for Friday at 3 PM.“

"When is my next appointment?“

Finding Information:

"What’s the weather like today?“

Playing Music and Entertainment:

"Play some relaxing music."

Training Activity 3

Managing Time and Alarms:
"Set a timer for 20 minutes.“
"What time is it in New York?“

Health and Fitness:
"How many steps have I taken today?“

Getting News and Updates:
"What's the latest news?“

4. Smart tips (10 minutes)
Teach advanced features like multi-language support, hands-free messaging, and fact-checking with the assistant.

5. Discussion & Reflection (10 minutes)
Ask participants the following questions for discussion and reflection
How comfortable are you talking to a device to get information?
What task or question would you ask your voice assistant to help with first?
Do you think a voice assistant could help you save time? How?

Training Activity 4

Shop from home safely!

5-10 people	**Materials you need:** - Smartphones with access to shopping apps like Amazon or local equivalents	45-60´

Objective

To guide learners on how to safely browse, shop, and make secure online purchases using their smartphones or tablets.

Steps

1. Introducción (5 minutes)

Briefly introduce the concept of the convenience of online shopping and potential risks.

2. Account Setup (10 minutes)

Show participants the process how to set up an account in an online shopping app, website and show them an example of how to add payment options securely.

3. Smart Shopping (10 minutes)

Show participants how to review products, find deals and check return policies.

Training Activity 4

4. Safely tips (10 minutes)
Emphasize the use of secure payment methods like PayPal and avoiding scams.

5. Practice (15 minutes)
Give time to participants to practice especially how to make a purchase on a shopping app, following all safety protocols.

5. Discussion & Reflection (10 minutes)
Ask participants the following questions for discussion and reflection
Have you ever bought something online before?
If not, what has stopped you?
What makes you feel confident or unsure about shopping online?
How will you know if a website or app is safe to use for shopping?

Training Activity 5

Travel and understand the language in every new place!

5-10 people	**Materials you need:** - Smartphones with Google Translate installed -Internet access (optional for the offline part)	45-60´

Objective

To teach learners how to use Google Translate for real-time language translation, including offline options for travel and communication.

Steps

1. Introducción (5 minutes)

Briefly introduce the benefits of Google Translate when traveling or communicating with non-native speakers.

2. Voice translation (10 minutes)

Show participants how to speak into Google Translate and listening to translation in real-time.

3. Camera translation (10 minutes)

Demonstrate how to use the camera feature to translate signs or menus.

Training Activity 5

4. Offline translation setup (10 minutes)
Teach learners how to download languages for offline use.

5. Role-play (15 minutes)
Set up real-life scenarios where students need to use the translation app in different situations (e.g., at a restaurant or asking for directions). For example, *‘’Hello. How can I get to Acropolis from Monastiraki square?”*, etc.

5. Discussion & Reflection (10 minutes)
Ask participants the following questions for discussion and reflection
Have you ever struggled to communicate because of a language barrier?
How do you think using a translation app could make travel easier or more enjoyable for you?
Would you feel comfortable using Google Translate at a restaurant or hotel?

Additional Resources

Top 20 Google Maps Tips & Tricks: All the best features you should know!
https://www.youtube.com/watch?v=beeNMoXuxPg

Travel Tips: How to use Google Maps to Plan Your Travels
https://www.youtube.com/watch?v=dEALDqfgt4s

Using Google Translate When Traveling | Explore a Foreign Country with Ease!
https://www.youtube.com/watch?v=IAlcoZWoolc

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QUIZ

1. Which of the following apps is NOT an alternative to Google Maps for navigation?
A) Apple Maps
B) Waze
C) Instagram
(Answer: C)

2. How can you set up Google Calendar to remind you of an upcoming appointment?
A) Call Google Support
B) Set a default notification and adjust event-specific reminders
C) Only use Apple Calendar
(Answer: B)

3. Which voice assistant is available for iOS devices to help with tasks like setting reminders and sending messages?
A) Google Assistant
B) Alexa
C) Siri
(Answer: C)

4. What is a practical feature of Google Translate when traveling to a foreign country?
A) Camera Translation
B) Adding emojis to messages
C) Accessing social media accounts
(Answer: A)

5. When booking a flight online, which step should come first?
A) Enter your name
B) Select your seat
C) Compare flight prices on sites like Skyscanner
(Answer: C)

QUIZ

6. To keep your phone data safe, what feature should be enabled for tracking in case it’s lost or stolen
A) Night Mode
B) Find My Device (Android) or Find My iPhone (iOS)
C) Screenshot
(Answer: B)

7. What feature on a streaming app can help you find new shows or movies to watch?
A) Offline Mode
B) “Recommended for You” or “New Releases” tabs
C) Screen Brightness
(Answer: B)

8. Which of these is an essential tip for safe online shopping?
A) Using a public computer for purchases
B) Ignoring customer reviews
C) Using secure payment options like PayPal
(Answer: C)

9. In Ireland, which app allows you to borrow e-books from local libraries?
A) Amazon Kindle
B) BorrowBox
C) eBay
(Answer: B)

10. Which of the following is a benefit of enrolling in online courses?
A) Ability to travel without restrictions
B) Learning at your own pace and receiving certifications
C) Watching endless movies for free
(Answer: B)

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Module Tech 2

2.2 How to make communication easy and enjoyable

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2.2.1. How to stay connected with family and friends

Objectives:

- Keeping in touch with family and friends on WhatsApp and other messaging apps
- Explore Viber, Messenger, Telegram, and Discord for different uses

The objectives outlined focus on maintaining personal connections and expanding communication methods through various messaging platforms. The first objective is to help individuals stay connected with family and friends using popular messaging apps like WhatsApp.
In addition, a range of messaging platforms beyond WhatsApp, including Viber, Messenger, Telegram, and Discord are presented. ach platform offers unique features and serves different purposes—whether it's for group chats, professional networks, or niche interest communities.

2.2.1. How to stay connected with family and friends

As already mentioned, there are several applications that can be used to stay connected with family and friends. They are small programs that are added to our devices (mobiles, tablets or computers). They differ from each other in that they have different types of tools included that allow you to make phone calls, record videos, make video calls, take photos, meet people with related hobbies, send them links, documents, etc.

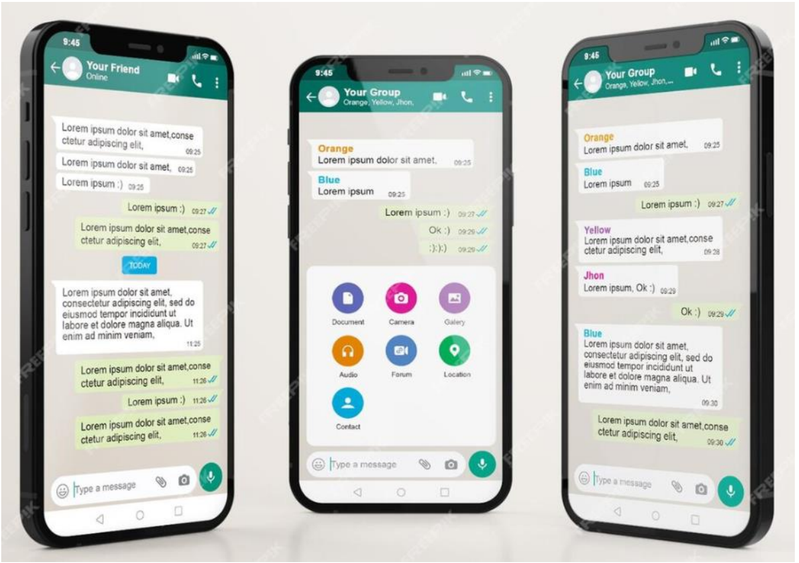
Most of them have a free version that can be downloaded from the Google Play (Android) or App Store platforms. Most of them also have paid versions that offer greater advantages than the free versions.
Here are some of the most popular ones:

2.2.1. How to stay connected with family and friends

WhatsApp: Spain’s Leading Messaging App

This free messaging app is the top choice for mobile users in Spain. Can be used not just to send messages, audios and videos, but for creating groups. The video call features help keep people close and connected.

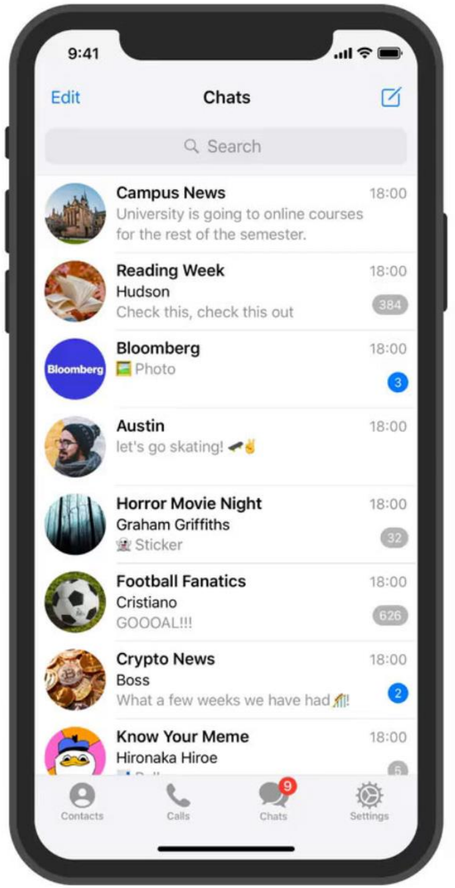
Using Wi-Fi or mobile data, you can easily send text and voice messages, share photos, videos, or documents, and even make free calls. The tool is completely free and only requires internet access to connect with users. How to use WhatsApp: https://www.youtube.com/watch?v=y3EdIiJeTXk



2.2.1. How to stay connected with family and friends

Telegram

Similar to WhatsApp, Telegram is an instant messaging service that is secure and synchronized across all devices. You can access it from different phones and computers, with conversations automatically kept up to date.
You can send long videos, documents, and photos, which can also be edited. Stickers and emojis can be added as well.
It allows the creation of chat groups with up to 200,000 members, ideal for building communities.

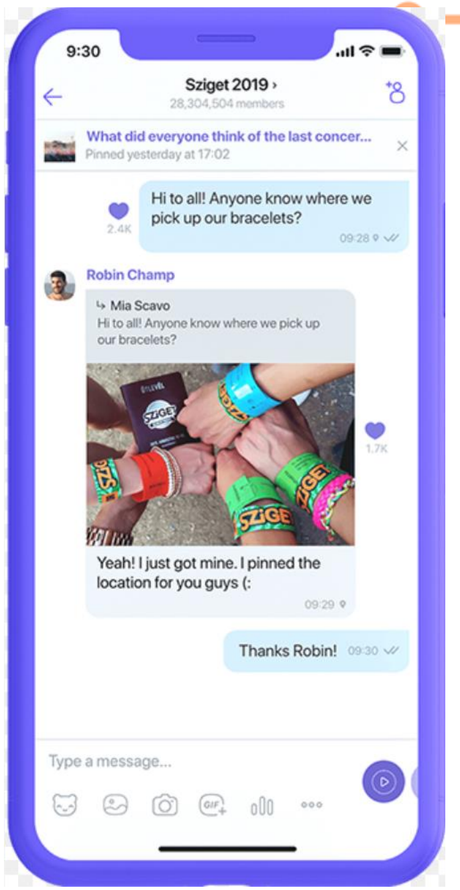


2.2.1. How to stay connected with family and friends

Viber (Rakuten)

Similar to WhatsApp, it is an instant messaging service that is secure and synchronized across all devices. You can access it from different phones and computers, with conversations automatically kept up to date.
You can send long videos, documents, and photos, which can also be edited. Stickers and emojis can be added as well.
It allows the creation of chat groups with up to 200,000 members, ideal for building communities.

How to use: https://www.youtube.com/watch?v=NMgId-HbsY0



2.2.1. How to stay connected with family and friends

Instagram (Meta)

A social network where images take center stage

This Facebook-owned platform is centered around images and is especially popular among young people—though not exclusively. It allows you to connect with friends and share what you're doing through photos and videos. You can add these to your story, where they disappear after 24 hours, or save them to your profile. Also, you can edit and publish videos, make lives, reels or send private messages through their DM systems. Video calls can be with up to 6 contacts and view and discuss posts while chatting.

2.2.1. How to stay connected with family and friends

Discord

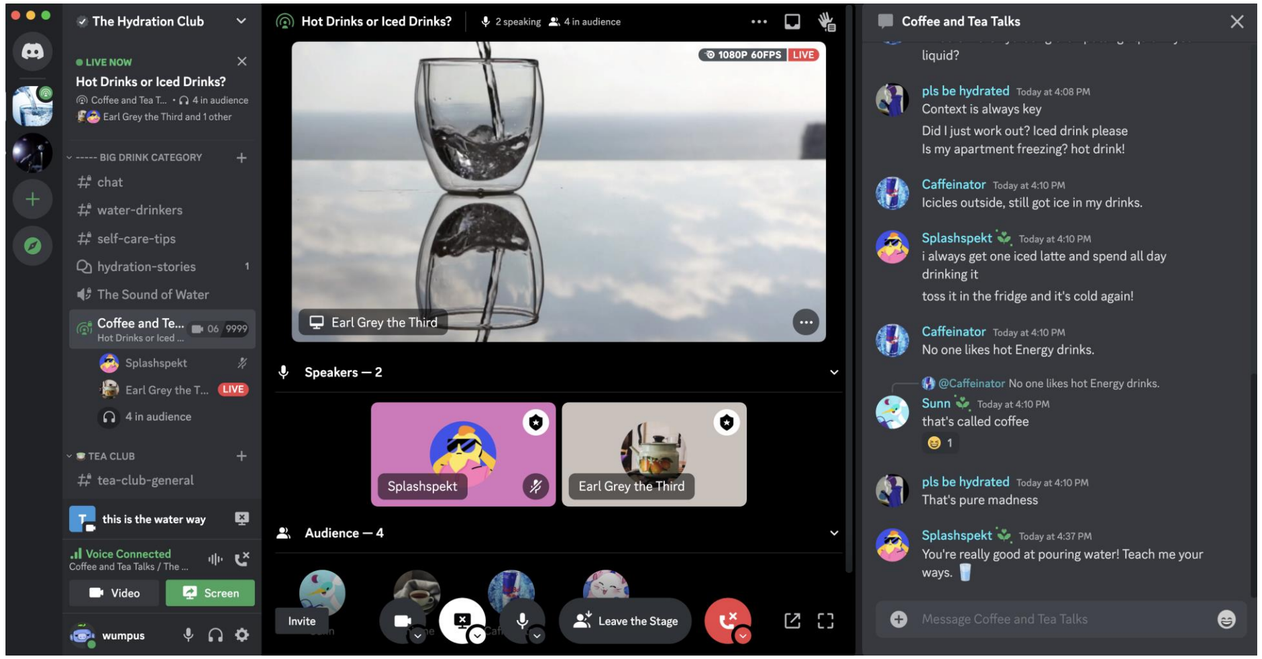
Discord is a free communication app designed for creating communities. Originally popular among gamers, it has evolved into a versatile platform for anyone looking to chat, collaborate, or socialize. It supports **text, voice, and video communication** through servers (communities) that can be customized for various purposes, from casual group chats to professional teams.

Key Features:

- **Voice Channels**: For real-time voice communication, similar to conference calls.
- **Text Channels**: For discussions, sharing files, links, and more.
- **Video Calls**: Supports one-on-one or group video chats.
- **Screen Sharing**: Useful for presentations, game streaming, or tutorials.
- **Customizable Servers**: Users can create or join different servers, organized by topics or interests.

Uses:

- **Gaming**: Gamers use Discord for voice chat while playing, but it's also ideal for **community building** and game coordination.
- **Study Groups or Work Teams**: Great for collaboration and real-time discussion in a private server.
- **Social and Interest Groups**: For staying connected with friends or people sharing similar hobbies like books, sports, or tech.



2.2.2. How to use easily the e-mail

Objectives:

- Setting up and navigating your Gmail account
- Organizing your inbox and make your email easy to use, create folders

This section focuses on setting up and navigating a Gmail account. This involves guiding individuals through the process of creating their account, familiarizing them with the Gmail interface, and teaching them how to send, receive, and manage emails effectively. By mastering Gmail’s basic features, users can confidently communicate via email, stay in touch with important contacts, and manage their online correspondence with ease.

In addition, it emphasizes organizing the inbox to make email use more efficient and stress-free. This includes creating folders (or labels) to sort emails, prioritizing important messages, and archiving older or less relevant content.

2.2.2. How to use easily the e-mail

Gmail and your Google account

A Google account give you access to all Google services. Gmail is one of the most popular. It allows you to have email. An email account is required to access other services, for instance, subscription. Advantages of having an email account:

1.Easy Communication: A Google account gives access to Gmail, one of the simplest and most widely used email services, making it easier to stay in touch with family and friends through email.

2.Video Calls: With Google Meet and Google Duo, seniors can make video calls to loved ones, keeping them connected with grandchildren, children, and friends no matter where they are.

3.**Access to Information**: With a Google account, you can easily use Google Search, YouTube, and Google News to find information, tutorials, news, and entertainment tailored to your interests.

2.2.2. How to use easily the e-mail

4. **Photo Storage and Sharing**: Google Photos automatically backs up photos from your phone or computer. This helps store and organize memories securely and makes it easy to share them with others.

5. **Calendar and Reminders**: Google Calendar can help you manage their appointments, set reminders for medication, and plan events or family gatherings.

6. **Security and Privacy**: Google offers built-in security features, like two-factor authentication and security alerts, to help protect your account and personal information.

7. **Accessible from Any Device**: A Google account can be accessed from multiple devices—smartphones, tablets, or computers—so you can log in and use your services from wherever you are.

8. **Entertainment and Hobbies**: With access to YouTube, seniors can explore their hobbies through tutorials, watch movies, listen to music, or learn something new.

Extra content: How to configure your Gmail account https://www.youtube.com/watch?v=kw2eFtZXDho

2.2.3 How to manage your health online using apps for doctor appointments and more

Objectives:

- Scheduling and tracking medical appointments with health apps
- Navigating local health management tools

As a senior, managing your health online through apps can simplify keeping track of doctor appointments, medication, and fitness.

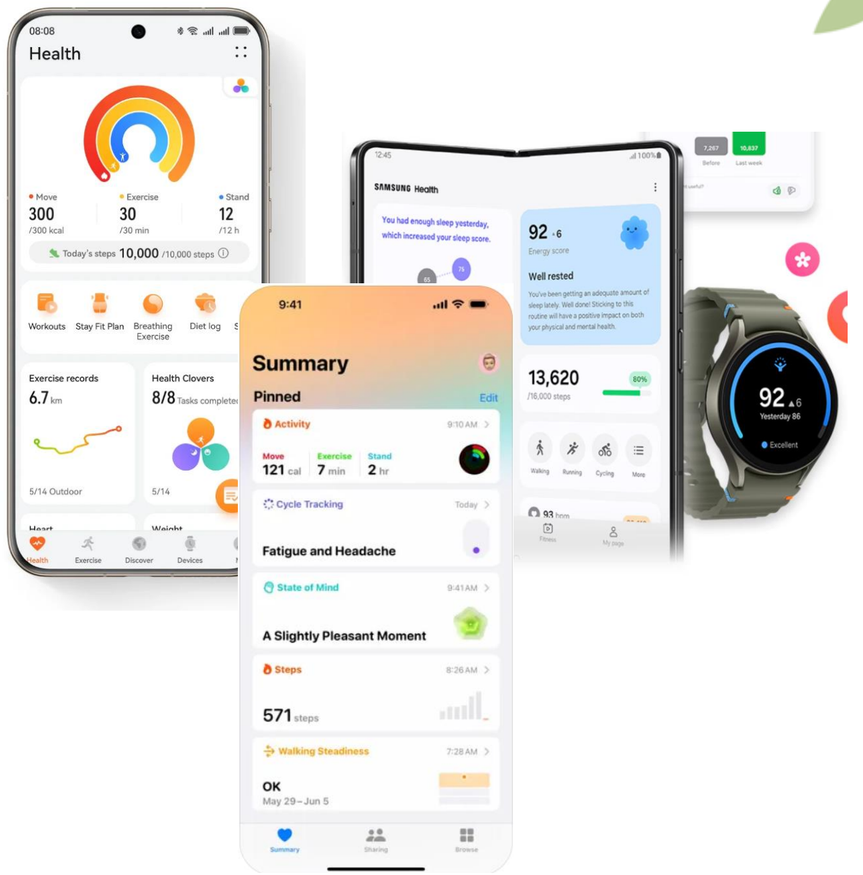
There are numerous applications that can be used to improve both your health, with fitness apps, and your health management with apps from the national health service, hospitals, or doctor's appointments. Each country has automated management of appointments, medical reports, etc.

For instance, in Castellón, the local app is **GVA+Salud*** and can be downloaded from Google Apps

* Adjust as appropriate to the settings in your country.

2.2.3 How to manage your health online using apps for doctor appointments and more

To take care of good health in general, each phone has its own applications (Samsung Health, Apple health or Huawei Health among others). Phone apps and related wearables (bracelets and watches) can measure the number of steps and hours of sleep, as well as heart rate, percentage of oxygen in the blood, different types of training, etc. Among the sport-specific ones, brands such as Garmin or Suunto stand out.



[Apple Health >]

[Huawei Health >]

2.2.3 How to manage your health online using apps for doctor appointments and more

Getting Started:

- **Step 1**: Download the app that suits your needs, whether it’s a fitness app, a medical app, or a general health tracking app.
- **Step 2**: Connect it to your healthcare provider (if applicable) and sync it with other apps or devices (smartwatches, blood pressure monitors, etc.).
- **Step 3**: Set daily reminders for exercise, medication, or check-ups to stay on top of your health routine.
- **Step 4**: Review your daily and weekly progress, making adjustments as needed to ensure you stay healthy and active.

By using these health apps, you can monitor your health more effectively, stay active, and make doctor appointments easily—all from the comfort of your home.

2.2.4 How to book and arrange other important appointments and services online

Objectives:

- Arranging medical visits, passport applications, and other services
- Managing and cancelling appointments easily

The first objective is about assisting individuals in using online platforms to arrange important services like medical visits, passport applications, and other essential appointments. This involves teaching users how to navigate government or healthcare websites, fill out necessary forms, and book services directly from their devices.

The second objective focuses on simplifying the process of managing and cancelling appointments. This includes learning how to view, reschedule, or cancel appointments through online platforms or apps, ensuring users can handle their commitments efficiently.

2.2.4 How to book and arrange other important appointments and services online

Objectives:

- Arranging medical visits, passport applications, and other services
- Managing and cancelling appointments easily

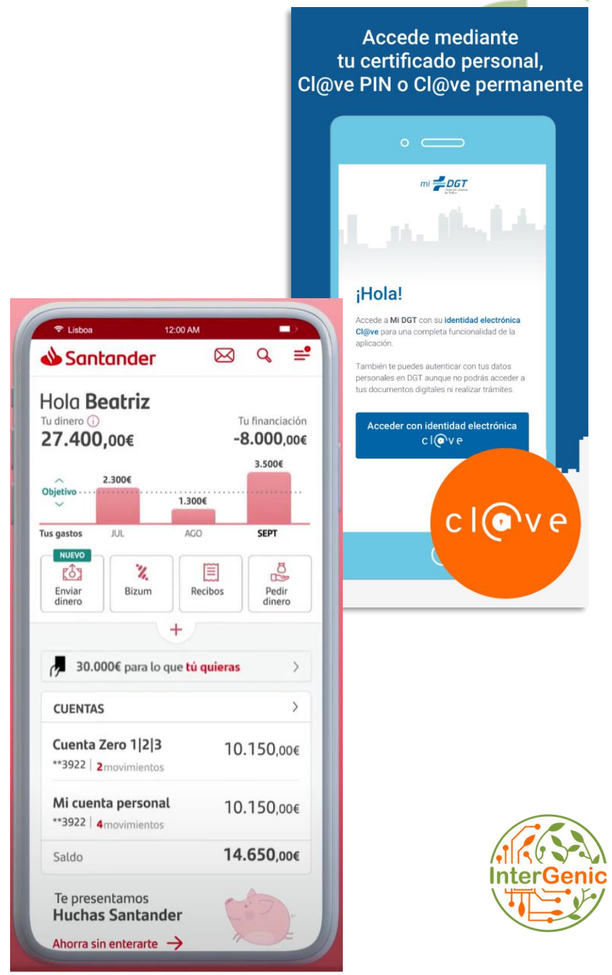
Today, most public services are managed online. Each of them involves a series of actions that are specified according to the case: e.g. in Spain, to make the tax return (an obligation for all citizens), the request for an appointment or the draft of the document can be managed online after authentication of the person's identity through a specific app (CI@ve)*. A reliable authentication service is fundamental due to the sensitive data that we are going to include in the forms: https://sede.agenciatributaria.gob.es/Sede/ayuda/consultas-informaticas/renta-ayuda-tecnica/servicios-app.html

* Adjust as appropriate to the settings in your country.

2.2.4 How to book and arrange other important appointments and services online

It is also possible to request an appointment for the renewal of the ID card, the renewal of the driving license*, the renewal of the vehicle registration certificate, etc. Each of them have a particular procedure that is properly described on the website.

Also, it is quite common to use the bank's app. Here you can check all the movements of your account, make payments, transfers, direct debits, etc. These apps are usually protected by double authentication, which can include biometric recognition (use of the fingerprint to identify the user). You can learn how to use them intuitively or can follow instructions on their websites, for instance, Banco Santander*: https://www.bancosantander.es/particulares/banca-online/apps/Santander

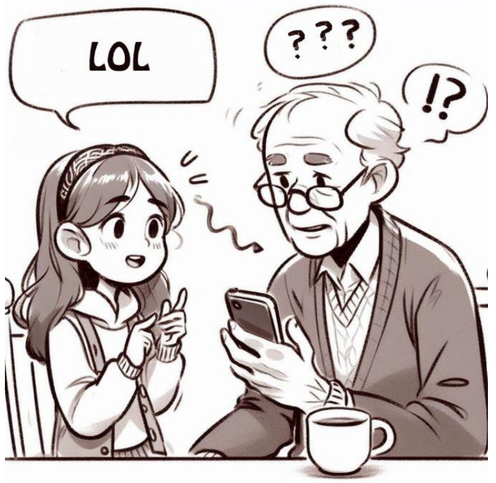


* Adjust as appropriate to the settings in your country.

2.2.5 How to Decode Modern Expression Using Urban Dictionary for Slang

Objective: Teach seniors how to understand modern slang and internet expressions.

This objective aims to help seniors understand modern slang and internet expressions, which are commonly used in online conversations and social media. By teaching them the meaning and context of popular terms and abbreviations, they will feel more confident navigating digital spaces and engaging in conversations with younger generations. Understanding these expressions also helps seniors stay current with cultural trends and avoid misunderstandings in online communication.



WHAT IS SLANG?

- **Slang** is a type of informal language used mostly by younger people or specific groups. It includes words or phrases that may not be found in a regular dictionary or used in formal conversations. Slang changes over time, and the meanings of these words can be very different from their traditional definitions. It's often used in casual conversations, text messages, or on social media to express ideas in a fun or trendy way.

Designed by Freepik

WORDS - EXAMPLES

1. **Fam** – Short for "family," but often used to refer to close friends or a trusted group.
   Example: "You're my fam, I got your back."
2. **Salty** – Being upset or bitter about something.
   Example: "He's salty because he lost the game."
3. **Fire** – Something that is really good, impressive, or exciting.
   Example: "That song is fire!"
4. **Ghost** – To suddenly cut off all communication with someone without explanation.
   Example: "She ghosted me after our last date."
5. **Vibe** – The mood or feeling of a place, situation, or person.
   Example: "The party had a great vibe last night."

ACRONYMS - EXAMPLES

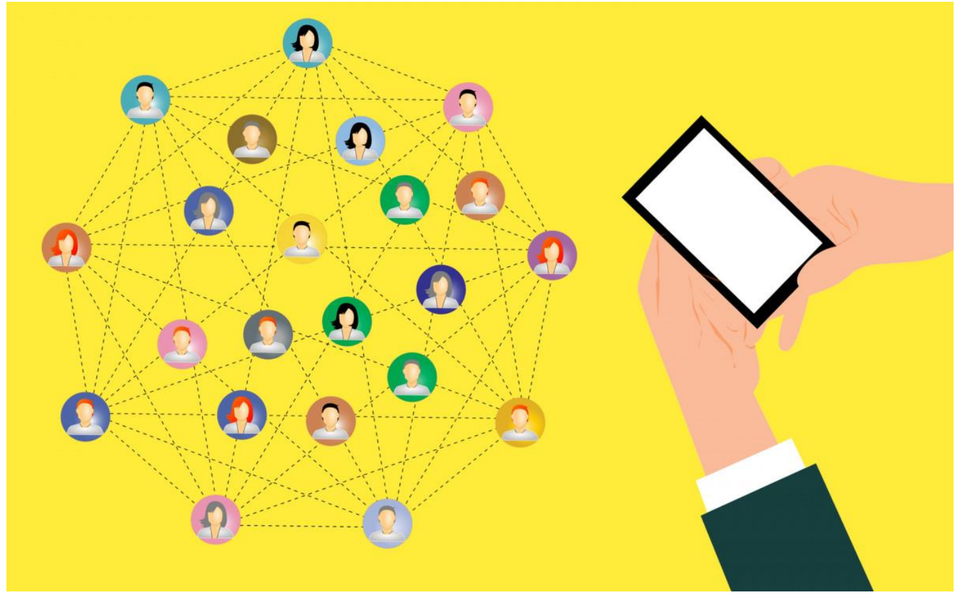
1.LOL – Laugh Out Loud (used to indicate something funny).
Example: "That meme is hilarious, LOL."
1.BRB – Be Right Back (used when stepping away temporarily).
Example: "Gotta grab something, BRB."
2.BTW – By The Way (used to add extra information).
Example: "BTW, are you coming to the event?"
3.IDK – I Don't Know (used to express uncertainty or lack of knowledge).
Example: "IDK where she went after the party."
4.OMG – Oh My God (used to express surprise or shock).
Example: "OMG, I can't believe that just happened!"
5.TBH – To Be Honest (used to express sincerity or honesty).
Example: "TBH, I didn’t like the movie that much."

URBAN DICTIONARY

Urban Dictionary is a crowdsourced online dictionary that defines slang words, phrases, and contemporary expressions, often related to pop culture, internet trends, or subcultures.

2.2.6 How to find and join online communities, connecting with people and interests

Finding and joining online communities is a great way to connect with people who share your interests, hobbies, or goals.



Choose the Right Platforms

Different platforms host various types of communities. Here are a few common ones:

- **Facebook Groups**: Groups are a place to connect, learn and share with people who have similar interests.
- **Telegram Groups**: These are chat groups on the messaging app Telegram that allow users to communicate and share content with multiple people at once.
- **Reddit**: This website is a network of communities where people can dive into their interests, hobbies and passions.

SEARCHING FOR MORE

A simple Google search using "forum" or "community" and the interest (e.g., "cooking forum") can lead to more spaces.

CONSIDERATIONS

Create user profiles: This includes filling in basic information like name, interests, and a profile picture, depending on the platform.

Privacy settings: It has a great importance to review privacy settings to control what information is shared publicly.

Introduce yourself: In most groups, it's common to write a short introduction explaining your interests and what you're hoping to gain from the community.

2.2.7 How to use video calls to connect for any occasion

Using video calls is a great way to connect with others. There are several apps that support video calls, each with unique features. Here are some popular options:

- **Zoom**: Great for group calls, webinars, and meetings.
- **Skype**: A simple app for one-on-one or group video chats.
- **WhatsApp**: Allows video calls with your phone contacts, great for quick, casual calls.
- **Google Meet**: Easy to use and integrated with Gmail for scheduling calls.
- **FaceTime**: Available on Apple devices for one-on-one and group video calls.

Tip: Choose a platform that both you and the person you're calling are comfortable with, and make sure you both have the app installed.

2.2.7 How to use video calls to connect for any occasion

Here are some tips to make video calls smoother and more effective

- Choose a platform that both you and the person you’re calling are comfortable with, and make sure you both have the app installed.
- Ensure the camera is at eye level for a natural, comfortable conversation and check audio settings beforehand to confirm that the microphone and speakers are functioning properly.
- Before the actual call, run a test call to check the video and audio quality. Many platforms like Zoom or Skype have a "test call" option to verify that everything works smoothly.
- Use a strong Wi-Fi connection to avoid lag or disruptions during the call.

2.2.7 How to use video calls to connect for any occasion

Here are the most used platforms in more detail:

Zoom is a video conferencing app that allows users to host and join virtual meetings, webinars, and group chats. It supports high-quality video, audio, and screen sharing, making it ideal for business meetings, remote work, online classes, and social gatherings. Zoom is widely used for its ease of use, reliability, and ability to accommodate large groups.

Google Meet is a video conferencing platform that allows users to host and join virtual meetings, featuring real-time video, audio, and screen sharing. Integrated with Google Workspace, it’s widely used for remote work, online classes, and team collaboration. Google Meet is popular for its simplicity, security, and ability to support both small and large group meetings.

Skype is a communication app that offers video calls, voice calls, instant messaging, and file sharing. It's widely used for both personal and business purposes, allowing users to connect across the globe. Skype supports one-on-one or group video calls, making it ideal for virtual meetings, family chats, and long-distance communication. It also offers low-cost international calling.

2.2.8 How to keep your chats safe, ensuring privacy in your communication

Stay Safe During Video Calls:

- **Privacy settings**: Ensure that the platform you're using has privacy settings that prevent strangers from joining your calls. For example, on Zoom, you can create a password for your meetings.

- **Avoid sharing personal information**: Be mindful of what you share during video calls, especially if you are in a group call with people you may not know well.

2.2.8 How to keep your chats safe, ensuring privacy in your communication

Some tips to stay safe during video calls:

- Choose messaging apps that offer end-to-end encryption, such as WhatsApp, Signal, or Telegram, which protect the content of your messages.
- For extra security, enable two-factor authentication on your messaging apps.
- Avoid clicking on suspicious links or downloading files from unknown sources.
- Check the privacy settings on your messaging apps to control who can see your profile, status, or last online time.

2.2.9 How to fix tech troubles, solutions for common problems

A young mentor can help seniors overcome tech challenges by offering patient, step-by-step guidance to fix issues like device setup, internet connectivity, or app navigation.

It is important to simplify technical jargon, provide hands-on demonstrations, and empower seniors to troubleshoot common problems on their own.

By recommending resources such as tutorials, cheat sheets, and user-friendly apps, the mentor ensures that seniors become more confident and independent in using technology, fostering a supportive and effective learning experience.

Basic Steps to Walk through troubleshooting

Some common steps to follow when a tech problem arises:

- Restarting the device.
- Checking the internet connection.
- Looking for software updates.
- Checking if a cable is unplugged.

First Aid

If previous basic procedures are not effective and an Internet connection is available, Google Search is a basic but powerful tool for finding quick fixes.
To encourage autonomy, it is important to empower seniors to search for their problem using simple keywords (e.g., "how to connect to Wi-Fi on iPhone").

YouTube is another useful tool to solve tech issues. A vast library of tutorial videos for everything from basic smartphone use to troubleshooting software issues. Channels like TechBoomers or The Senior's Guide offer step-by-step tutorials geared toward older users.

2.2.10 How to communicate smartly and politely online

Communicating smartly and politely online requires a combination of clear expression, respect for others, and good manners. Some clue tips are to use **clear and concise language**, **avoiding excessive abbreviations** while maintaining **proper grammar**. Be mindful of your **tone**, as written words can be easily misunderstood, and use **emojis** thoughtfully to convey **friendliness**.

Ah! Take into account that **USING ALL CAPS** is considered shouting online and can come across as rude or aggressive.

Other Communication Tips

- Be Conscious of Privacy: Don’t share private conversations or personal information without permission.
- Engage Respectfully in Discussions: When participating in online forums, discussions, or social media, take the time to understand the other person’s point of view before responding, and avoid heated arguments
- Respect Others’ Time: Give the other person time to respond. Bombarding someone with multiple messages can be overwhelming.
- Respect Different Cultures and Perspectives: Be sensitive to cultural differences and avoid language that might be offensive to people of different genders, ethnicities, or backgrounds.

Questions

1. **Describe two key features of WhatsApp and explain how they help users stay connected with family and friends.**

2. **What are some benefits of having a Google account for seniors, particularly in terms of communication and information access? List at least three advantages.**

3. **How can health-tracking apps, like Samsung Health or Apple Health, help seniors manage their health? Provide two specific examples.**

4. **What is the role of double authentication in banking apps, and how does biometric recognition, such as fingerprint scanning, enhance security?**

Questions

1. **How can you check if a messaging app is truly secure?**
   a) *Checking if the app has end-to-end encryption and open-source code for transparency*
   b) Reading online reviews about the app's popularity
   c) Asking your contacts if they've ever had issues with the app

2. **What is one way to ensure your chats remain private?**
   a) Sharing your password with trusted friends
   b) *Using end-to-end encrypted messaging apps*
   c) Disabling notifications on your phone

Questions

3. Which of the following is a tip for a smoother video call experience?

a) Sitting in a noisy, crowded space

b) *Using a strong internet connection*

c) Turning off your camera to improve audio

4. What is one way to ensure your chats remain private?

a) Sharing your password with trusted friends

b) *Using end-to-end encrypted messaging apps*

c) Disabling notifications on your phone

Extra Resources

Teaching seniors how to use smartphones:
https://www.youtube.com/watch?v=sAzW9Y6RIEc

How to Teach Seniors Technology
https://www.youtube.com/watch?v=q13M7MOpJLA

Internet Safety for Seniors: Our best security guide
https://www.youtube.com/watch?v=jGuTVFfQpfk

Boomers Tech Show
https://www.youtube.com/@boomerstechshow/videos

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InterGenic Project

SUPPORTING EU'S TWIN TRANSITIONS THROUGH INTERGENERATIONAL LEARNING, EXCHANGES OF KNOWLEDGE, AND JOINT ACTIONS

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Please note that some linked resources and online content may no longer be updated by their original authors, and may become outdated or unavailable over time.

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Module 2

2.3 How to stay safe online in simple steps

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Module 2.2.3
How to stay safe online in simple steps

The aim of this module is to provide practical guidance on digital safety and effective technology use, helping users navigate online interactions, secure their personal information, and manage their digital transactions with confidence.

The objectives focus on equipping users with practical skills to enhance their digital safety and efficiency. This includes simplifying online security practices, clarifying app security symbols, and guiding effective use of apps.

Users will learn how to shop securely online, protect their personal privacy, and select the best payment methods.
Additionally, the module covers responsible social media use, spotting and handling scams, and ensuring safe money transfers.

Enjoy this learning journey!

2.3.1 How to keep your online activities safe. Simple tips for everyday security

The basics for online safety everyone should know

CHOOSE STRONG PASSWORDS

Always choose a strong password, instead of one that is easy to remember.

LIMIT PERSONAL INFORMATION ONLINE

Keep your personal information private.
Do not share your date of birth, home address, identification numbers online, unless necessary.

REDUCE YOUR DIGITAL FOOTPRINT

- ✓ Delete old accounts.
- ✓ Minimize the social media accounts.
- ✓ Provide only the minimum- mandatory. information when setting up online accounts.

BE CAREFUL...

- ✓ What you download
- ✓ What you post
- ✓ Who you meet online
- ✓ With whom you connect

2.3.1 How to keep your online activities safe. Simple tips for everyday security

Essential tips for your everyday online activities keeping you safe

PROTECT YOUR EMAIL

Cyber criminals can use your email to access many of your personal accounts, leaving you vulnerable to identity theft.

INSTALL THE LATEST SOFTWARE AND APP UPDATES

Software and application updates contain vital security updates to help protect your devices from cyber criminals

TURN ON 2-STEP VERIFICATION (2SV)

2-step verification is recommended to help protect your online accounts.

BACK UP YOUR DATA

Safeguard your most important data, such as your photos and key documents, by backing them up to an external hard drive or a cloud-based storage system.

Resource: National Cyber Security Centre UK
https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online

2.3.1 How to keep your online activities safe. Simple tips for everyday security

How to spot and avoid common online threats

Resource: Kasperskyy Cyber Security
https://www.youtube.com/watch?v=aO858HyFbKI

2.3.2 How to decode the security symbols. Are your messages really private?

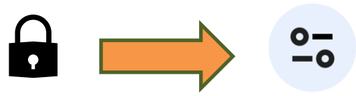
What those lock icons and encryption symbols mean (Part I)

The **padlock icon** shows that a website has an SSL (secure sockets layer) digital certificate and uses a secure encrypted connection.

An SSL certificate is something which is added to the website that provides you with additional security. However, the presence of a padlock or security icon only confirms that the connection between you and the website is secure. It does not confirm the authenticity or trustworthiness of the website itself.

It is important to note that the security icon can be found in different formats.

For instance, Chrome has replaced the padlock icon with the ‘tune in’ icon. With the new icon, you can easily manage site permissions, cookies, and cached data, along with the security details.



Resource: Webfactory
https://www.webfactory.co.uk/blog-articles/are-websites-with-a-padlock-safe

2.3.2 How to decode the security symbols. Are your messages really private?

What those lock icons and encryption symbols mean (Part II)

Encryption is defined as the process of protecting information or data by using mathematical models to scramble it in such a way that only the parties who have the key to unscramble it can access it.

Encryption

- Protects data across devices functioning as authentication when data moves between devices or servers.
- Ensures data integrity safeguarding the data from fraud or extortion.
- Protects digital transformations while data is being in transit or processed by workloads.
- Helps meet compliance requirements in terms of data privacy and security regulations.

Resource: Learn what is encryption- Google Cloud
https://cloud.google.com/learn/what-is-encryption

2.3.2 How to decode the security symbols. Are your messages really private?

How to check if your communication is secure

Enable a multi-factor authenticator

Verify your identity with more than one factors (i.e. a code, a fingerprint, a password).

Connect to secure WiFi Networks

Choose networks that require a password for more secure connections.

Use secure platforms

A secure URL should begin with “https”. Also, you should also check the privacy policies and terms of service of the platforms you use and avoid those that collect or share your data without your consent.

Encrypt your data

Use an end-to end encryption for personal messages in communication apps (i.e. WhatsApp, Viber, etc.).

2.3.2 How to decode the security symbols. Are your messages really private?

How to spot which apps are safe and which are risky

SAFE

- Download them from an app store
- Read the privacy policy and permission agreement before you consent
- Check other users' reviews and number of downloads

RISKY

- Include advertisements that a legitimate free version would not
- Contain inappropriate content
- They may direct you to input your login credentials or go to a website to do that

Resource: How to spot and avoid fake apps, Kaspersky //www.kaspersky.com/resource-center/preemptive-safety/identifying-and-avoiding-fake-apps

2.3.3 How to manage your money with apps

Choose the right financial apps for your needs

A personal finance app can be a game-changer in managing your finances effectively. With the increasing use of technology and smartphones, finance apps have become an essential tool for individuals looking to track their expenses, budget, invest, and save money.

To make an informed decision you should take into account the following:

- ✓ What are the goals for using a financial app?
- ✓ Is the app compatible with my device?
- ✓ Is it secure?

*Remember that sensitive/ private information are required to receive more accurate results; so, you should make sure that the app includes data encryption and adheres regulatory standards such as GDPR, etc.

- ✓ Can I afford this? Is there a free version?
- ✓ Is it user-friendly?

Resource: 6 Important Things to Consider When Looking for a Personal Finance App, Finances Online
https://financesonline.com/things-to-consider-when-looking-for-a-personal-finance-app/

2.3.3 How to manage your money with apps

Keep your receipts and payments organised

Organising and storing your receipts can be beneficial for keeping a record on your monthly expenses, taking more informed decisions on your spendings and making the most of your finances.

Either you have hard copy or electronically receipts:

- scan or download them
- save them in an online drive
- create folders and file them in different categories (i.e. groceries, utility bills, shopping, travels, etc.)
- use a spreadsheet to record your spendings, creating separate sheets for each expense category.

Update everything on a monthly basis and be consistent to become more proactive and efficient in terms of your financials.

2.3.3 How to manage your money with apps

Tips for tracking your spending efficiently

- Calculate your total monthly income and expenses
- Categorize your spendings (i.e. vital, non-vital, debts, savings)
- Create a budget that works for your expenses, setting clear goals
- Automate bill payments (i.e. utility bills)
- Track your expenses regularly and adjust, if necessary
- Use a budgeting app and/ or a spreadsheet to support this process

2.3.4 How to shop online and protect yourself from payment scams

Identifying trustworthy online stores

To do so, you should:

- ✓ Check the shop’s contact information and whether there is a physical address.
- ✓ Read the customers’ reviews.
- ✓ Pay attention to the language in case there are multiple misspellings or prominent grammatical errors.
- ✓ Make sure you are on a secure website that uses encryption – check for the symbols- and valid URLs.
- ✓ Use official shopping apps.
- ✓ Check privacy policies, terms and shipping costs.

2.3.4 How to shop online and protect yourself from payment scams

Avoiding common shopping scams

When shopping online, one must be careful of not getting scammed.

For safe online shopping:

- ✓ Choose online stores carefully. Look for the padlock symbol.
- ✓ Register in the shops' online platforms using different credentials than those of your social media accounts.
- ✓ Connect your bank card to your PayPal account or use different bank account for online shopping.
- ✓ Avoid using your main e-mail address to register in their platform.
- ✓ Do not provide sensitive information (i.e. identity number) or store your personal and/ or payment details.
- ✓ Always save your receipts related to the specific online purchases.
- ✓ Check your bank statements after an online purchase.

2.3.4 How to shop online and protect yourself from payment scams

Using reviews to ensure you are buying from a safe seller

Consumers’ reviews are of great importance for a person to better understand whether the product and/ or service they wish to purchase, or use is relevant to their needs.

A review entails information that might not be included in the product details at first place, providing a more comprehensive picture of the item or service a person explores for purchasing.

Additionally, the review system has the power to validate a product or a service while at the same time, the number of reviews an item or a service has, can make them popular (or not).

At the same time, a review can provide information to the producers and sellers to improve their products or services.

2.3.5 How to keep your personal information safe while doing online interactions

Why you should be careful with personal data

Your personal data represents you. The information you provide online like your email, telephone number, birth date, account data, bank information and other, create a digital identity that is open to a wider public.

If you do not take enough precautions with your personal information, you increase the risks of:

- Identity theft
- Financial theft
- Reputational damage (affecting both your professional and personal life)
- Psychological or physical damages (i.e. become a victim of bullying, extortion and/ or physical theft)

2.3.5 How to keep your personal information safe while doing online interactions

Easy ways to secure your information online

Resource: 5 Surefire Ways to Protect Your Online Privacy
https://www.youtube.com/watch?v=1fLBBJjqxDo

2.3.5 How to keep your personal information safe while doing online interactions

Easy ways to secure your information online

Another way to make sure that you secure your personal information is to manage your digital cookies.

Digital Cookies are text files created by a web server to enhance the user experience by storing information about your personal online interactions (i.e. website visits), your login credential, your preferences and even items in shopping carts.

Types of Cookies:

- Session Cookies are temporary cookies that expire once you close your browser.

They are used to manage session state.

- Persistent Cookies remain on your device for a set period or until manually deleted.

They remember your preferences for future visits.

- First-party Cookies are set by the website you are visiting.

They are generally used for functionality.

- Third-party Cookies are set by domains other than the one you are visiting.

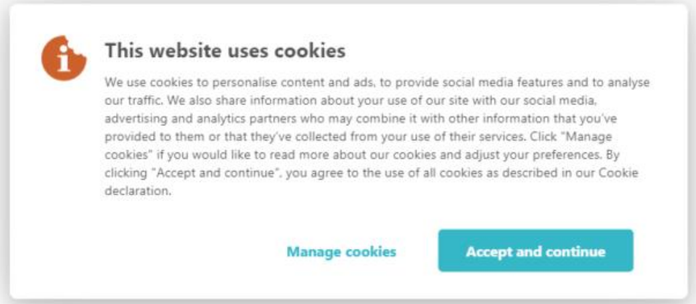
They are often used for tracking and advertising purposes.

2.3.5 How to keep your personal information safe while doing online interactions

Easy ways to secure your information online

Safety Tips for Managing Digital Cookies

- Clear Cookies from your browser on a regular basis to maintain your privacy and free up space.
- Adjust your Browser* Settings to control cookie storage.
- Use private browsing mode (i.e. incognito or private) to avoid saving cookies during your exploration session.
- Update your browser to the latest version to protect your online experience from cookie-related vulnerabilities.
- Be cautious with third-party cookies which can track your browsing habits across different websites. You may consider to block those if privacy is a concern.
- Read Privacy Policies before using new websites to understand how your data is collected.
- Educate yourself to have more control over cookie usage and choose to manage your preferences rather than just accepting them to ensure your privacy online.



*A web browser is a programme that allows people to access and view web pages.
Some examples of browsers are the Google Chrome, Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Apple Safari, etc.

2.3.5 How to keep your personal information safe while doing online interactions

How to keep track of what you share

2.3.6 How to choose the best payment methods online (PayPal, Apple pay, and beyond)

Comparing popular payment options

A payment method is a way consumers pay for products or services.
The longest-standing form of payment is **cash**. However, alongside technology, the payment methods evolved; driven by the need for efficiency, security, and convenience in financial transactions.

- **Credit cards** allow a customer to pay for a product even if they do not have money in their account, creating a debt that they should later repay with interest.
- **Debit cards** look similar to credit cards and the payment process is also comparable, but with a debit card, a customer pays for a product using money in their account.
- **Bank transfers** (online or at stores) and direct debits facilitate payments directly from one account to another. To make a payment, you usually need the recipient's name and IBAN number.
- **Digital or mobile wallets** allow a cardholder to store their details for future use. When paying, they simply tap their mobile phone or smartwatch over a terminal to process the transaction.

Resources:
Types of Payment Methods: The Essential Guide
https://monei.com/blog/types-of-payment-methods/
How to choose the right payment method
https://www.checkout.com/blog/switch-on-the-right-payment-methods

2.3.6 How to choose the best payment methods online (PayPal, Apple pay, and beyond)

Comparing popular payment options

Digital wallets which include **mobile wallets** like Amazon Pay, Google Pay Apple Pay are considered very secure due to their protective measures such as encryption or biometric indicators (i.e. face recognition, fingerprint, etc.). Also, they are connected to a person's devices such as phone, tablet, and/ or a smart watch making them easy to transfer and monitor their spendings wherever they are.

PayPal is a smart and secure way to complete payments online. With PayPal one can make a purchase, a person-to-person transfer, invoicing, perform money requests, and merchant services such as returns.

Resources: PayPal, Amazon Pay, Apple Pay & Google Pay: Digital Payment Methods
https://ecommercedb.com/insights/paypal-usage-around-90-in-europe-and-the-u-s/3940

2.3.6 How to choose the best payment methods online (PayPal, Apple pay, and beyond)

Picking the right payment method for your needs

Type of Payment Method	Summary	Online/ Physical	Benefits	Level of Security	Deposit Speed
Cash	Physical notes or coins used to pay	Physical	No transaction fees, receive funds immediately	Low	Instant
Credit Card	Plastic card used to pay with pre-approved borrowed amounts from banks	Online & Physical	Increased protection for merchants and customers, credit line for customers, contactless options	Very High	1-2 business days
Debit Card	Plastic card used to pay with the customer's own funds	Online & Physical	Easy to use, contactless options, widely used	Very High	1-2 business days
Prepaid Card	Plastic card used to pay with a pre-loaded amount	Online & Physical	Increased protection for merchants and customers, customer only spends what they have, contactless options	Very High	1-2 business days
Mobile Wallets (mobile payment)	Mobile wallet apps like Google Pay or Apple Pay where customers store their card details without having to enter it each time they make a purchase	Online & Physical	Fully contactless, uses NFC technology for in-person tap to pay transactions, convenient for customers (don't need to carry around a physical wallet)	Very High	1-2 business days depending on the cards added to the app
Peer-to-Peer Payments (mobile payment)	Customer sends and receives money with services like Bizum and PayPal from a mobile device through a linked bank account or card	Online & Physical (Bizum), Online (PayPal)	Instant and convenient, popular among consumers, user only has to enter their payment details once, contactless	Very High	Instant
QR Code Payments (mobile payment)	Customer scans digital QR code with smartphone to complete transaction via online payment page using a range of payment method types	Physical	Contactless, fast, no POS/card reader/website required, take payments from your phone	Very High	1-2 business days depending on the card/payment app used
Bank Transfer	Customer manually initiates bank transfer to pay for products or services	Online	Lower chance of fraudulent requests for refunds	High	Instant to a few hours
Direct Debit	Customer gives business permission to automatically collect the payment in full or in installments (i.e., subscriptions)	Online	Guaranteed income, saves time for you and customers	Very High	1-3 business days
Payment Links	Unique payment link sent to customer to complete payment online, expires after use	Online	Customize the payment page, no website required, send via email, SMS, social media, or WhatsApp	Very High	1-2 business days depending on the card/payment app used
Telephone or Mail Order	Customer calls a business to make a card, debit, or prepaid card payment over the phone, or sends the payment in the mail via check or by filling out a form with card information	NA	Continue satisfying customers that aren't online savvy and/or prefer paying via check	Medium	1-2 business days depending on the card used, check payments sent in the mail vary depending on shipping time and deposit time

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To choose the right payment method, one should consider what is more suitable for them in a practical manner.
A person should also be aware of the method's payment security, whether there are any disputes and/ or chargebacks when using them as well as the rates and subscriptions needed.

Resources:
Types of Payment Methods: The Essential Guide
https://monei.com/blog/types-of-payment-methods/
How to choose the right payment method
https://www.checkout.com/blog/switch-on-the-right-payment-methods

2.3.6 How to choose the best payment methods online (PayPal, Apple pay, and beyond)

How to send and receive money without worry

A person can choose secure payment methods like:

- ✓ Electronic funds transfers: Electronic funds transfers (EFTs) include any electronic transfer of funds from one account to another. For example, debit and credit card payments, ATM transactions, and other modern payment methods like mobile payments (i.e. Apple Pay, Google Pay, etc).
- ✓ Wire transfers: A wire transfer is a kind of electronic funds transfer in which funds are moved from one bank account to another or transferred in cash at a cash office. Bank-to-bank wire transfers are facilitated by a secure messaging system like SWIFT.

Services such as Western Union, PayPal, and Mobile Cash Apps support the above-mentioned transfers; however, a person should be aware of possible fees these transactions may include.

Resource: Wire Transfer vs Electronic Transfer
https://ugpayments.ch/blog/wire-transfer-vs-electronic-transfer/

2.3.7 How to send money online and tips for smooth and secure transfers

Protecting yourself from scams and fake transactions

- ✓ Never send money by bank transfer unless certain you are sending to a trusted person.
- ✓ Always use secure payment methods such as a credit card, debit card or PayPal (that offer a payment protection scheme).
- ✓ Use a secure digital wallet.
- ✓ Keep banking apps updated and report any suspicious transactions.
- ✓ Regularly check and verify transactions on your bank statements.
- ✓ Use the two- step verification process to empower the safety of your transactions.
- ✓ Avoid clicking or downloading untrusted content.
- ✓ Be careful of offers that seem too good to be true; they most probably are.
- ✓ Never enter personal information on a public computer and/ or saving your personal information on other devices.
- ✓ Verify the legitimacy of a provider before completing a transaction by either calling them or checking their website and if relevant any reviews.
- ✓ Call your bank or ask another person you trust to help you, if you need to.

Resource: How to avoid scams- Citizens Information
https://www.citizensinformation.ie/en/consumer/buying-digital-content-and-services/scams-and-fraud/

2.3.8 What to share and what to keep private on social media

Tips for safe and smart social media use

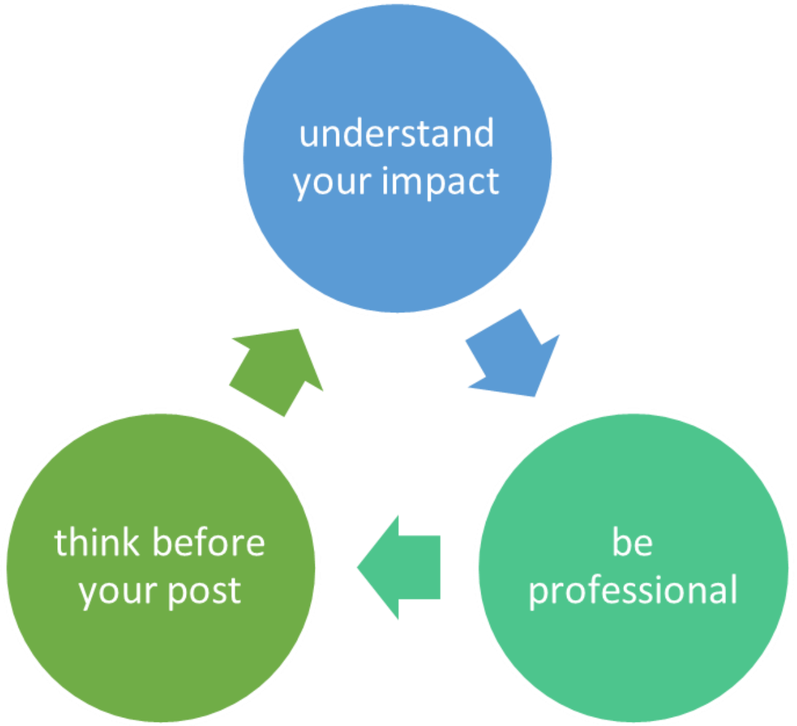
- ✓ Set personalised privacy settings and guard personal information;
- ✓ Create and share effective communication channels to report or block any suspicious online behaviour;
- ✓ Moderate the personal use of social media and online space when at work, school and/ or other social environments and happenings;
- ✓ Turn off the geolocation when not necessary;
- ✓ Use online space and social media for educational purposes, creating a more informative personal media bubble and
- ✓ Create a positive attitude towards the use of social media- using social media for a good cause.

“Online safety is a balance between understanding online behaviour – knowing the differences between risk, danger and harm – and being empowered to mitigate such issues”

(Dawn Jotham. “Sharing the responsibility of creating a safe online environment”: https://edtechnology.co.uk/Blog/sharing-the-responsibility-of-creating-a-safe-online-environment/).

2.3.8 What to share and what to keep private on social media

How to avoid risks when posting personal information



Resource: Social Media: Think before you post
https://www.hcpc-uk.org/news-and-events/blog/2021/social-media-think-before-you-post/

2.3.8 What to share and what to keep private on social media

Adjusting privacy settings for better protection

Your personal information has enormous value for those who need it. Therefore, you should check your privacy settings on your phone, browser and social media and adjust them accordingly.

Some good practices are to:

- ✓ Avoid saving your credentials for automatic login in all your devices to reduce the risks for others to easily access or violate your devices or online accounts.
- ✓ Activate your firewalls by checking your settings. Firewalls prevent unauthorized external access to your network and devices.
- ✓ Automate the process for software updates so that you make sure that your devices' operating system is up to date on a regular basis.
- ✓ Back up your files both online in a cloud and on an external device. Backing up your data lower the chances of losing your data in case of an online malware.
- ✓ Be careful with app permissions. Accept only what is necessary and give permissions for while you are using the app only, if possible (i.e. camera, microphone, location, sync contacts).

Resource: Best Practices for Security and Privacy Settings
https://staysafeonline.org/resources/best-practices-for-security-and-privacy-settings/

2.3.9 How to spot and handle scam messages

How to spot scams and fake emails

Resource: AwareGO | How To Spot Phishing Emails
https://www.youtube.com/watch?v=UVWjYwham34

2.3.9 How to spot and handle scam messages

Steps to take if you receive a suspicious message

DOs

- Report the message
- Mark it as spam and delete it
- Inform others and if necessary, ask for support

DONTs

- Do not click on the message/ link or download any files
- Do not reply to the sender unless verified
- Do not provide any personal information or passwords

2.3.10 Real examples

AI-Generated Voice Phishing Scam

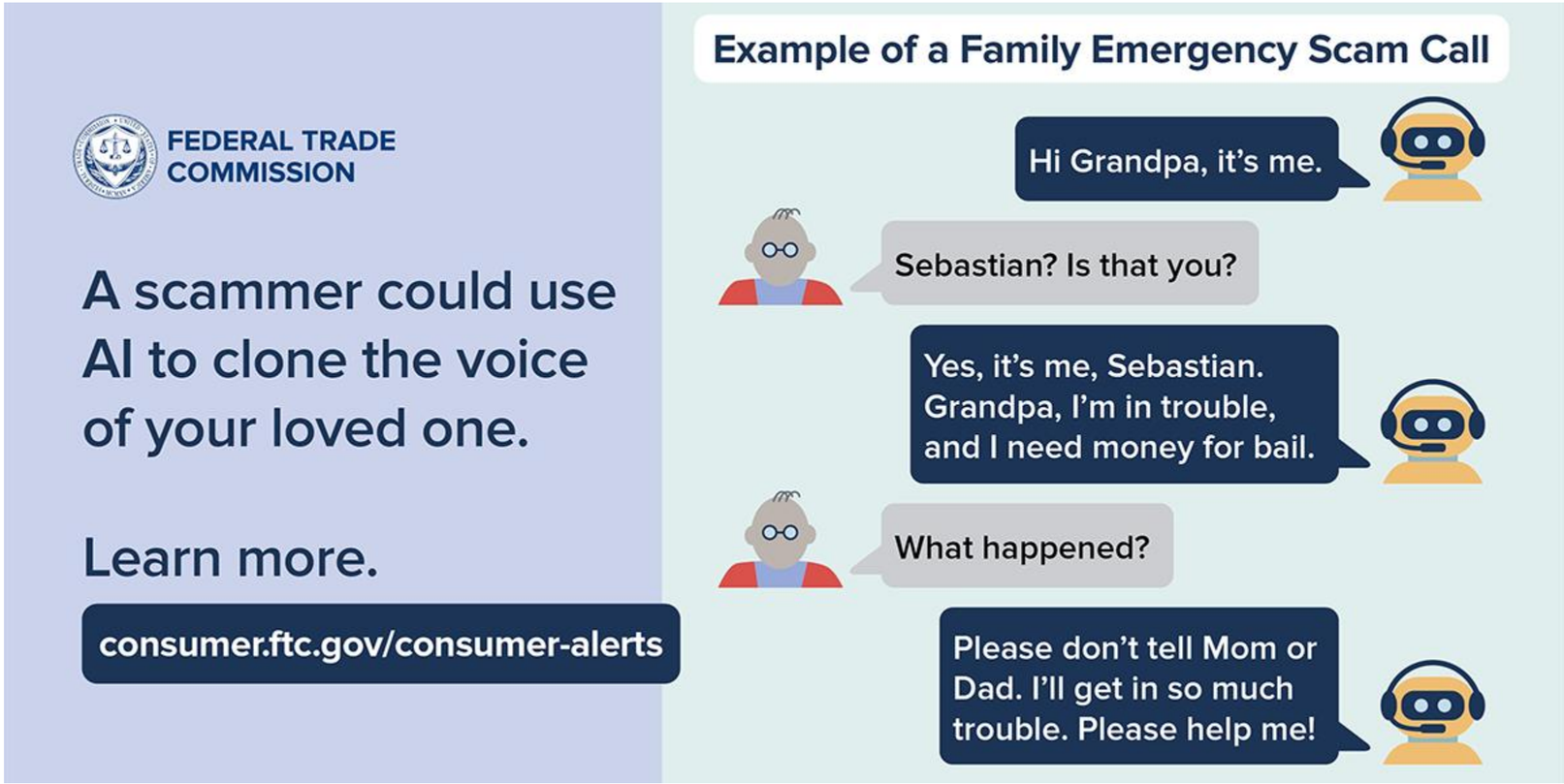
In early 2024, a new type of voice phishing scam, commonly referred to as "vishing," became prevalent. Scammers used advanced AI technology to mimic the voice of a trusted individual, such as a family member or a company executive.

How It Worked:
Data Gathering: Scammers harvested information from social media profiles, public records, or previous data breaches to gather details about the target and their contacts.
Voice Cloning: Using AI voice synthesis tools, scammers created a convincing replica of the target's family member or colleague's voice. This made the call seem legitimate.
The Call: The victim would receive a phone call from the cloned voice, typically claiming to be in an urgent situation- like needing money for an emergency or being locked out of a bank account.
Urgency and Pressure: The scammer would create a sense of urgency, prompting the victim to act quickly without verifying the situation, often asking for money transfers or sensitive information.

Impact: Many victims reported feeling deceived and stressed after realizing they had been tricked. The FBI and other agencies warned the public about this new method, advising them to verify any urgent requests by contacting the person directly through a known number.

Prevention Tips:
- Always verify urgent requests for money or information by calling the person directly.
- Be cautious about sharing personal information on social media.
- Use call-blocking technology to reduce spam calls.

2.3.10 Real examples

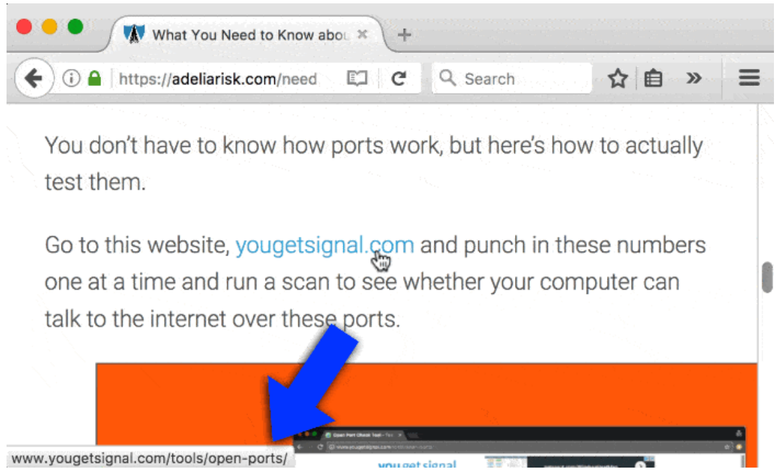


2.3.10 Real examples

2.3.10 Real examples

Check whether a link or an email address are valid.

When you put your cursor ( ) over a link or an email address without clicking, your web browser will show the actual address the link goes to.



If it does not match the expected or official domain, do not click it.
Instead, visit the website directly by typing the URL into your browser.

Activity 2.3.1

Google your name and reflect on the outcome.

- Go to **google.com** or open the **Google Search app**.
- Search for yourself.

- What information you see first?
- How is yourself presented online?
- Is there anything you would like to change?

Activity 2.3.2

Case Study:

Enhancing Online Safety for Seniors:

The Sunnyvale Senior Center noticed an increasing number of incidents involving online scams targeting its members.

In response, the center decide to organise a six-week online safety workshop with the aim to educate seniors about safe internet practices.

What are the objectives of the workshop?
What are the target groups?
What will the structure of the workshop be?

Activity 2.3.3

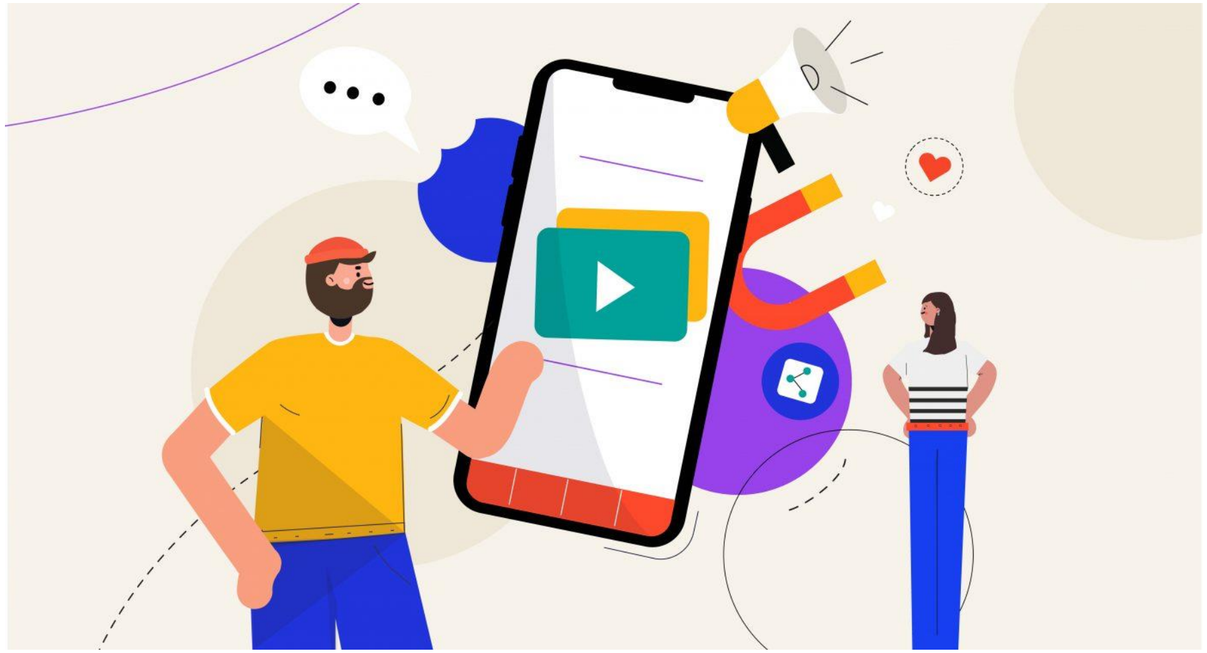
Tech Buddy System

Pair with a person who is more knowledgeable on online safety and support each other in checking and adjusting your privacy settings in your social media accounts and/ or other online accounts.

Activity 2.3.4

Creating an inventory- Tracking your online activity

Create a document (offline or online) with all the online sites/ tools/ media you have registered and/ or signed up (do not write down your credentials) so that you become aware in which sites your personal information is available and make the necessary adjustments, if any.



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- **Video: Animation - Keeping Secure Online. IPCNSW, 2024.**

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Link: https://www.youtube.com/watch?v=OGV5OBa938I

- **Video: Tip 1: Think Before You Share. Google, 2016.**

Link: https://www.youtube.com/watch?v=BcdZm3WAF4A

- **Video: Tip 3: Know & Use Your Settings, Google, 2016.**

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- **Article: 'How To Change Your Privacy Settings for a Safer Online Experience. All about cookies'. Patti Croft and Catherine McNally, 2024.**

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- **Video: 'How to Check Cookies on Your Website Manually'. by CookieYes. 2021.**

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QUIZ

1. Name 4 tips for staying safe online.

2. What are some characteristics which indicate that your communication is secure?

3. How can you verify that an online shop is secure?

4. Why you should be careful with personal data?

5. What are some methods of payment you learn?

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InterGenic Project

SUPPORTING EU'S TWIN TRANSITIONS THROUGH INTERGENERATIONAL LEARNING, EXCHANGES OF KNOWLEDGE, AND JOINT ACTIONS

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Module 2

2.4 How to use digital platforms to express your creativity

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Aims and Objectives

Aim

To equip participants with the skills and knowledge to effectively use digital platforms for creative expression, enabling them to share their ideas, art, and innovations with a wider audience.

Objectives

- Explore various **digital platforms** and their potential for showcasing creativity.
- Learn to utilize **social media, blogs, and design tools** to create and share digital content.
- Understand the basics of **online branding** to increase visibility and engagement.
- Develop skills in **content creation** through text, video, and graphic design.
- Encourage participants to explore new ways of **creative expression** using digital technology.

Overview

4.1 How to use AI to boost creativity and launch new ideas
- How ChatGPT can help spark new ideas
- Ways to use AI for entrepreneurial thinking
- Turning AI conversations into creative projects

4.2 How to connect and collaborate creatively online
- Finding the right online spaces for creativity
- Collaborating with others to enhance your projects
- Showcasing your work and receiving feedback

4.3 How to use simple design and social media for creative projects
- How to use Canva to design visually appealing content
- Instagram tips for showcasing your creativity
- Other free tools to enhance your creative work

4.4 How to record yourself for tutorials and courses
- Preparing your space and tools for filming
- Tips for creating engaging how-to videos
- Editing and polishing your content like a professional

4.5 How to find solutions and inspiration online
- Best websites to search for creative ideas
- Using forums and videos for problem-solving
- How to stay inspired by online resources

4.6 Real-life examples
- Example 1
- Example 2
- Example 3

2.4.1 How to use AI to boost creativity and launch new ideas

Get Inspired with ChatGPT:

- Think of ChatGPT as your creative partner! Use it for brainstorming sessions to explore fresh concepts and ideas.
- If you are stuck on what to write, AI can help you overcome writer's block by generating content ideas or drafts across various formats.
- Request creative prompts for writing, art, or projects to kickstart your imagination.

How to harness AI for Entrepreneurial Insights:

- Use AI tools to dig into market research and uncover emerging trends or gaps in your field. This can help you identify unique opportunities.
- Visualizing a business strategy: Simulate different scenarios to evaluate risks and opportunities before making decisions.
- Collaboration: AI can enhance team brainstorming sessions, combining everyone's strengths for richer ideas.

Transform AI Conversations into Actionable Projects:

- Discuss your initial concepts with AI to refine and clarify your ideas. Feedback can help you identify what works and what doesn't.
- Ready to prototype? Use AI to generate drafts or mockups, bringing your ideas to life visually.
- Create a feedback loop: Engage in ongoing discussions with AI to continually improve and evolve your concepts.

2.4.2 How to connect and collaborate creatively online

Finding the right online spaces for creativity

- Behance: Join creative communities to discover new trends, showcase your portfolio, and get inspired by designers and artists.
- Reddit Creative Communities (e.g., r/Design, r/Entrepreneur): Participate in topic-specific discussions to gain feedback, share ideas, and collaborate on creative projects.

Collaborating with others to enhance your projects

- Miro: Use this digital whiteboard tool to brainstorm ideas, create mind maps, and visually plan projects with your team in real-time. Alternatives are Microsoft Whiteboard, Mural, Creatly, Limnu.
- Figma: Ideal for design collaboration. Multiple people can work on a design simultaneously, making it perfect for UI/UX and graphic design projects. Canva is a great alternative for NGOs and groups, and as such it can be free.
- Google Workspace (Docs, Sheets, Slides): Share documents with others for real-time co-editing. Use comments and suggestions to review and refine ideas together. Alternatives include Microsot Teams, Open Office and others.

Showcasing your work and receiving feedback

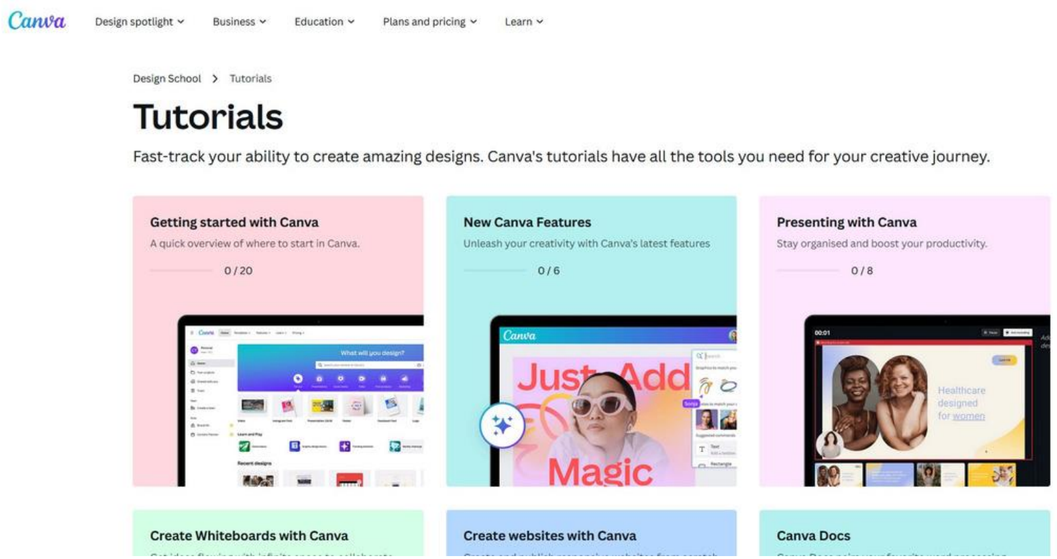
- Dribbble: A great platform for designers to showcase their projects and get feedback from the creative community.
- Discord: Create or join servers with like-minded creatives to share your work, receive feedback, and discuss ideas through chat or voice channels.

2.4.3 How to use simple design and social media for creative projects - CANVA

How to use Canva to design visually appealing content

- Canva offers user-friendly templates for creating professional designs, from social media posts to presentations. Drag-and-drop features make it accessible to anyone, regardless of design skills.

* using pre-made templates saves time and customizing them can reflect individuals' unique style.

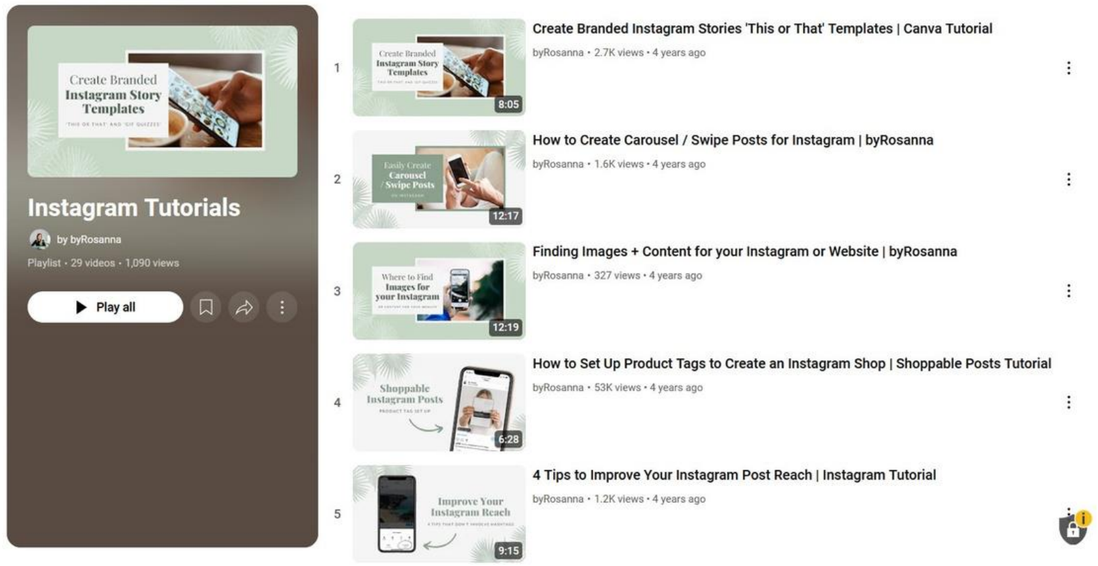


Canva has easy-to-follow tutorials available on their website and is free for NGOs

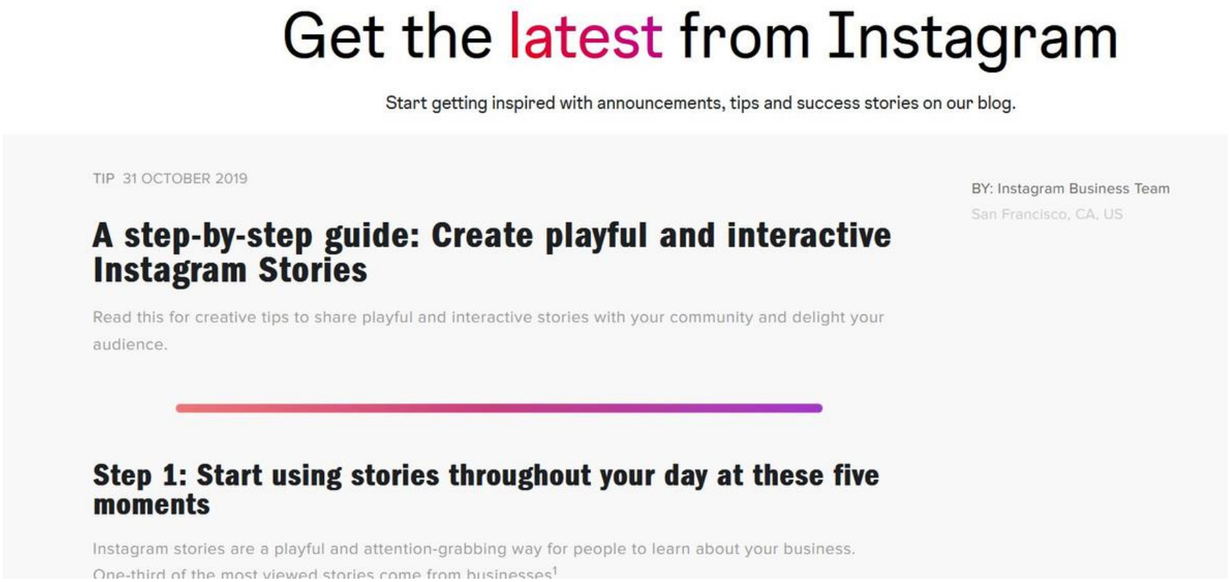
2.4.3 How to use simple design and social media for creative projects - INSTAGRAM

Instagram tips for showcasing your creativity

- Visual Storytelling: Use Instagram's grid layout to curate a visually cohesive profile. Consistent themes or colors help tell your creative story. Creating content is now easy with our phones, and templates on instagram make it easier.
- Tip: Engage your audience with Instagram Stories and Reels to share behind-the-scenes content and process videos.



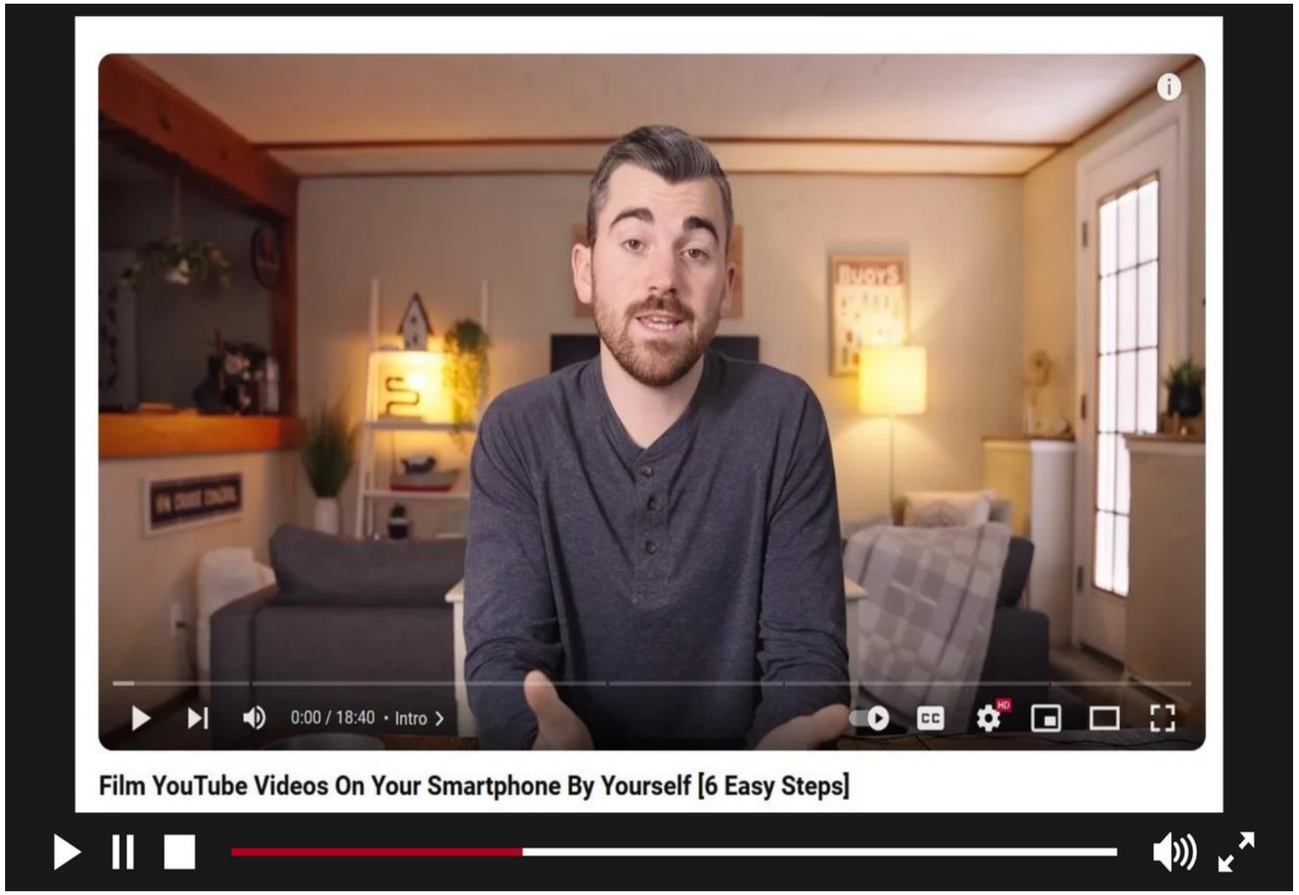
Instagram Tutorials on Youtube

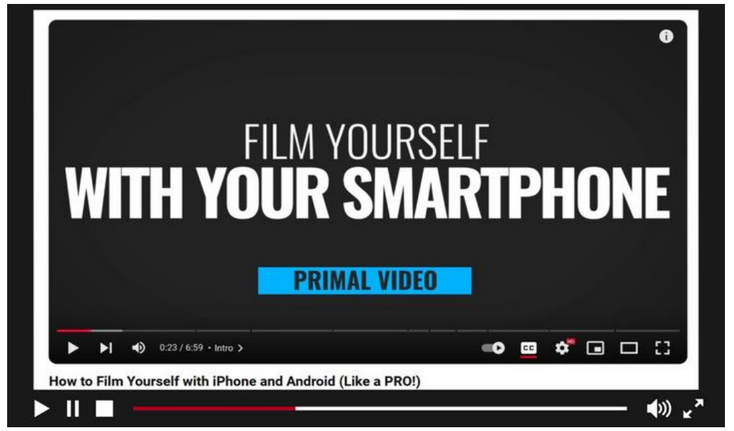


Step-by-step guide from Instagram

2.4.4 How to Record Yourself for Tutorials and Courses

You can find how-to videos online for most of your ideas





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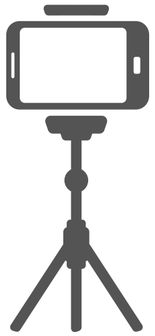
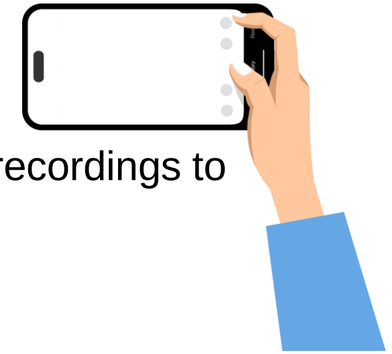


Preparing Your Space and Tools for Filming:

- Lighting: Ensure proper lighting (natural light or softbox) to avoid shadows. Position lights in front of you for a clear and well-lit frame. Modern Phones film in 4K even, but **need sufficient light.**
- Audio: Use a good-quality microphone to capture clear sound—avoid relying solely on your camera's built-in mic.

*Tip: You can use a second phone to record the sound placed in front of you.



Tips for Creating Engaging How-To Videos:

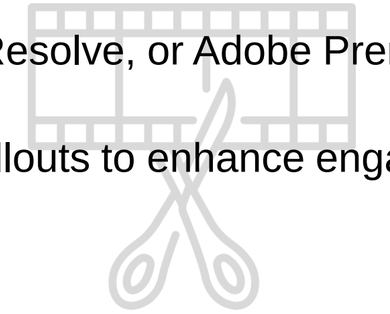
- Plan Your **Script**: Outline key **points you want to cover** to stay on track and maintain a smooth flow.
- Engage Your Audience: Make **eye contact with the camera and speak clearly**. Use visuals or screen recordings to demonstrate steps.

*Tip: Keep tutorials **concise** to **hold attention**—aim for 5-10 minutes per video.

Editing and Polishing Like a Pro:

- Tools: Use simple editors like iMovie, DaVinci Resolve, or Adobe Premiere Rush for easy cutting, transitions, and audio syncing.

*Tip: Add text overlays, background music, or callouts to enhance engagement and clarity



2.4.5 How to find solutions and inspiration online

Best websites to search for creative ideas

- Pinterest: A visual discovery platform perfect for finding inspiration for design, art, and DIY projects.
- Dribbble & Behance: Communities where creatives share their portfolios, allowing you to discover innovative design trends and concepts.

Using forums and videos for problem-solving

- Reddit & Quora: Join creative communities to ask questions and find crowdsourced solutions to specific challenges.
- YouTube: Watch tutorial videos to solve design, technical, or project-related problems, with detailed step-by-step guidance.
- Stack Exchange (Graphic Design & UX Design forums): Ideal for troubleshooting design or technical issues, you can ask experts for solutions or browse through past threads.
- Adobe Creative Cloud Communities: Get advice and tutorials from professional designers on everything from Photoshop to Illustrator.

How to stay inspired by online resources

- Medium & CreativeBloq: Follow thought leaders and read articles on design, creativity, and new trends to fuel your imagination.
- Skillshare: Explore online courses to learn new skills and stay inspired through creative lessons.

2.4.6 Real-life examples

The "One World: Together at Home" Concert

- A global virtual concert organized in 2020, where musicians from around the world collaborated online to perform and raise funds for COVID-19 relief.

*It demonstrates how digital platforms can facilitate large-scale creative collaborations, even under challenging circumstances.

Link to the video

Canva for Nonprofit Campaigns

- Nonprofits like The Ocean Cleanup have used Canva to create visually compelling social media campaigns. By leveraging Canva's easy-to-use templates and design tools, they were able to produce engaging graphics that communicated their mission to a broader audience.

*Canva enabled The Ocean Cleanup team, without a dedicated design department, to create professional content, raising awareness for their global ocean plastic cleanup efforts

Link to the campaign

Rich Men North of Richmond

- Oliver Anthony, the artist behind "Rich Men North of Richmond," filmed the viral music video using just his phone in a simple, no-frills setup. He recorded it outdoors with his guitar, showcasing raw and unpolished authenticity. The song's powerful message, combined with its stripped-back production and recording, resonated with audiences across social media, helping it gain massive popularity quickly. *the video currently has 171 Million views on youtube.com

Additional Resources

YouTube Tutorials:
Canva Design Tips: Watch tutorials on how to create stunning graphics using Canva for social media, presentations, and more. Video playlist of 41 Canva tutorials on
Youtube

Video Editing Basics: Learn how to edit professional videos using free tools like iMovie, DaVinci Resolve, or Adobe Premiere Rush.
Youtube

Online Learning Platforms:
Skillshare: Explore classes on design, creativity, and entrepreneurship to enhance your skill set. Link

Coursera: Take courses in creative fields, such as graphic design and digital marketing, from top universities. Link

Pinterest: Find design inspiration and creative project ideas. Link

Behance: Browse professional portfolios to discover new design trends. Link

QUIZ

What is the primary purpose of using Canva in creative projects?

- A. To create professional-quality designs easily without extensive design skills.
- B. To develop complex coding for web applications.
- C. To solely produce animated films without any other functions.

Which platform is best known for visual storytelling and showcasing design portfolios?

- A. LinkedIn, primarily for professional networking.
- B. Pinterest, which specializes in image discovery and inspiration.
- C. Twitter, known for its character-limited posts.

What aspect of Oliver Anthony's "Rich Men North of Richmond" contributed to its viral success?

- A. The high production value with advanced studio equipment.
- B. The authenticity of the simple, raw recording done with a phone.
- C. The use of complex graphics and animations in the video.

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